



INTERNATIONAL STUDENT **HANDBOOK**



NT PROVIDER WINS GOLD AT AUSTRALIAN TRAINING AWARDS

The Institute of Skills and Training Australia (ISTA) has been awarded the gold award for Small Training Provider of the Year at the 2023 Australian Training Awards.

This win comes after ISTA was named the NT Small Training Provider of the Year at the 2023 NT Training Awards, before being shortlisted to the top 3 in Australia for the Australian Training Awards. ISTA celebrated a consecutive win for Small Training Provider of the Year at the 2024 NT Training Awards.

"We are thrilled to have won this prestigious award," said Kathryn Stenson. "It is a testament to the hard work and dedication of our small yet extremely passionate team, and the quality of training we provide to our students and the employers we work with".

The Australian Training Awards are the peak national awards for the vocational education and training (VET) sector, recognising individuals, businesses, and registered training organisations for their contribution to skilling Australia.

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INTRODUCTION

As a Registered Training Organisation, Institute of Skills and Training Australia (ISTA) seeks to maintain the highest standards of competency-based training that is effectively targeted at building individual and organisational capability.

Institute of Skills and Training Australia wants to make your study experience in Australia worthwhile and beneficial to your future career in the global environment that we live in. Studying with us will expose you to a variety of experiences and challenges and our courses will provide you with a mix of theory and practical training. We will work closely with you to ensure that you have a good understanding of how to work and live in Australia and to fit in with the Australian business culture.

Participants entering these programs may obtain recognition of prior learning for previous relevant experience and study using the Institute of Skills and Training Australia recognition process.

As part of the Institute of Skills and Training Australia commitment to the delivery of quality training this handbook is designed to provide accurate information to participants about the program that it offers as well as the rights and responsibilities of Institute of Skills and Training Australia and its participants.

As a Registered Training Organisation we have an obligation and responsibility to you the learner to ensure the quality of training and assessment delivered to you is compliant with the Standards for RTOs including the Outcome Standards, Compliance Standards, and Credential Policy, and that the issuance of your Qualifications and Statement of Attainment meet the requirements of the Australian Qualification Framework (AQF).

The Institute of Skills and Training Australia was awarded the gold award for Small Training Provider of the Year at the 2023 Australian Training Awards. The Australian Training Awards are the peak national awards for the vocational education and training (VET) sector, recognising individuals, businesses, and registered training organisations for their contribution to skilling Australia. We also hold the title for Small Training Provider of the Year in the Northern Territory for 2023 and 2024 respectively.

KEY PERSONNEL

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Training Manager

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JESSICA PORTER

Student Liaison Coordinator

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Training Officer

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CONTACT INFORMATION

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Website: www.skillsandtraining.com.au

COURSES & QUALIFICATIONS

BSB40920 Certificate IV in Project Management Practice | CRICOS Course Number: 115430M

52 weeks, 40 weeks of face to face training, 4 terms, 20 hours per week

BSB50120 Diploma of Business | CRICOS Course Number: 115431K

52 weeks, 40 weeks of face to face training, 4 terms, 20 hours per week

BSB50420 Diploma in Leadership and Management | CRICOS Course Number: 107224F

52 weeks, 40 weeks of face to face training, 4 terms, 20 hours per week

SIT50422 Diploma in Hospitality Management | CRICOS Course Number: 115432J

104 weeks, 80 weeks of face to face training, 8 terms, 20 hours per week



EXPLORING NOURLANGIE ROCK | CREDIT: TOURISM NT/HELLO EMILY

IMPORTANT INFORMATION

GOVERNING BODIES

Institute of Skills and Training Australia as an RTO are governed by Australian Skills Quality Authority (ASQA) and need to comply with the Standards for RTOs including the Outcome Standards, Compliance Standards, and Credential Policy, to ensure that we can continue operating as an RTO and National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Institute of Skills and Training Australia also communicates with the Department of Industry, Tourism and Trade (DITT) to ensure that compliance strategies are met. The RTO reports data to DITT quarterly to contribute towards statistical advice on training in the Northern Territory and Australia.

Institute of Skills and Training Australia also communicates with the Department of Employment and Workplace Relations and the Department of Home Affairs (DHA) when required by the ESOS Act.

PRIVACY STATEMENT

Student information is collected for the purpose of providing training services and is a requirement for complying with Standards for RTOs including the Outcome Standards, Compliance Standards, and Credential Policy. In line with these requirements, records of your enrolment must be kept for 30 years and may be reported to the DITT and ASQA.

Institute of Skills and Training Australia acknowledges and respects the privacy of individuals. Information regarding a student's enrolment is kept confidential always and will not be disclosed to a third party without the written consent of the student in accordance with our [Privacy and Confidentiality Policy](#).

[Institute of Skills and Training Australia's Full Privacy Policy is located on the ISTA website.](#)



MINDIL BEACH SUNSET MARKETS | CREDIT: MINDIL BEACH MARKETS/CHARLIE BLISS

ACCESS & EQUITY

In accordance with the company procedure [Equal Opportunity Policy](#), Institute of Skills and Training Australia is committed to providing an environment that allows access to all groups of people and is concerned with ensuring that all groups of people have the opportunity to participate and benefit to the same level. To ensure we meet this commitment Institute of Skills and Training Australia staff will:

- Encourage all students to participate in training
- Provide flexible delivery and assessment methods where possible
- Provide appropriate support services for students and clients including access to facilities and resources
- Promote awareness of equity issues to students and clients
- Promote and value diversity. Behave in a courteous, sensitive, non-discriminatory, and culturally aware manner when dealing with other staff and students
- Seek progressive improvement in the position of disadvantaged groups

WORKPLACE LEGISLATION

For participants involved with Institute of Skills and Training Australia programs, it is important for you to abide by Australian workplace legislation such as the Anti-Discrimination, Equal Opportunities and Workplace Health and Safety legislation, as well as the Copyright act.

For more information you can visit the following websites:

- NT WorkSafe: www.worksafe.nt.gov.au
- Anti-Discrimination Commission: www.adc.nt.gov.au
- Human Rights and Equal Opportunity Commission: www.hreoc.gov.au
- Copyright Act (Cth) 1968: www.legislation.gov.au/Details/C2016C00741

RIGHTS & RESPONSIBILITIES OF PARTICIPANTS

When you undertake any Institute of Skills and Training Australia program, you have both rights and responsibilities. As well as considering the legislation outlined within this handbook, you have the right to:

- study a program that meets current industry standards and accreditation requirements
- be given accurate information about program content and assessment
- have your training assessed promptly and receive updates about your progress
- be treated fairly and with respect by other participants

and Institute of Skills and Training Australia staff

- learn in an environment free from discrimination and harassment
- undertake your learning in a flexible manner to suit your circumstances, where it is practical to do so
- have personal records kept private and available only to authorised users
- learn in a safe environment
- have access to support from Institute of Skills and Training Australia trainers and assessors
- access your personal records
- have your complaints or appeals against decisions dealt with fairly
- have your language, literacy and numeracy abilities assessed to ascertain whether you need additional assistance during the program

As a learner, you have a responsibility to:

- manage your own learning
- complete learning and assessment tasks by the agreed dates
- treat other participants and Institute of Skills and Training Australia staff with respect and fairness
- follow all normal safety procedures
- abide by the appropriate policies and procedures, as required
- maintain attendance to meet your visa requirements
- ask for assistance when required to ensure you stay on track

RIGHTS & RESPONSIBILITIES OF INSTITUTE OF SKILLS AND TRAINING AUSTRALIA STAFF

Institute of Skills and Training Australia trainers and assessors also have a right to:

- be treated fairly and with respect
- try to resolve any complaint or appeal before it goes further

Institute of Skills and Training Australia trainers and assessors also have responsibilities to:

- be adequately prepared for training sessions and assessment interviews
- provide participants with accurate information about program content and assessment requirements
- conduct all assessment according to the program requirements and NCVET standards
- keep personal information about program participants confidential

OPENING HOURS

Our campuses are open Monday to Friday 8.00am to 4.30pm (UTC/GMT +9:30 hours). To ensure we provide a prompt service, please make an appointment if you require to speak to one of our staff.

FACILITIES

Institute of Skills and Training Australia has modern facilities with student wireless networks. A study area where students are welcome to attend and work on their assessments. Students have access to a fully equipped kitchen with a dining area. The kitchen includes a microwave, fridge and access to tea and coffee facilities.

ENROLMENT & INDUCTION

Institute of Skills and Training Australia provides concise information on the courses offered before you enrol. This includes information on the delivery and assessment processes, any required skills or knowledge and training pathway opportunities.

LANGUAGE LITERACY & NUMERACY ASSISTANCE

At the time of enrolment, you are required to provide evidence of an acceptable English language test course. In addition, we will ask you about language, literacy and numeracy (LLN) as well as any other special/additional learning needs. If LLN may be an issue or if at any time that you would like to discuss LLN or support needs, please contact our International Support Officer or access the current listed LLN specialists here in Darwin under "Who to call" section.

MIGRATION & EDUCATION ASSISTANCE

- assistance in transition to life and study in Australia
- any other reasonable service that we consider necessary to support learners

SUPPORT SERVICES OFFERED


Institute of Skills and Training Australia offers the following support services:

- referral to language, literacy, numeracy programs
- provide you with agreed additional study support or coaching where available (arranged with your nominated trainer)
- provide resources to increase access for learners with disabilities and other learners in accordance with access and equity
- provide additional learning resources
- referral to external agencies such as counselling services
- provision of cultural and religious needs
- information and communication technology (ICT) support
- referral support about accommodation, legal services, emergency health services and Public Services
- information about student visa conditions relating to course progress

WHO TO CALL IF YOU NEED ASSISTANCE OR SUPPORT

In most cases Institute of Skills and Training Australia's International Support Officer (ISO) is your first point of call for all assistance other than training and assessment. Any costs associated with legal, emergency health services and counselling are at the cost of the student.

WHAT TO YOU NEED ASSISTANCE WITH	WHO TO CONTACT
Assistance with your course including understanding content, accessing content and submitting assessments.	Your nominated Trainer
Complaint or Appeal if not satisfied by Institute of Skills and Training Australia Complaints and Appeals internal processes.	Overseas Student Ombudsman (OSO) T: 1300 362 072 https://oso.gov.au
Legal assistance	Institute of Skills and Training Australia International Support Officer (ISO)
Emergency and Health Services: Non-emergency	Institute of Skills and Training Australia International Support Officer (ISO)



SUNSET OVER EAST POINT RESERVE | CREDIT: TOURISM NT

WHAT DO YOU NEED ASSISTANCE WITH	WHO TO CONTACT
Emergency and Health Services: Emergency	000
Consular support	Your own country's Consulate
Counselling support	ISTA International Support Officer (ISO)
Workplace issues	Fair Work Ombudsman https://www.fairwork.gov.au/
English language and study assistance	Charles Darwin University Team Leader: Sharon Gilbert T: 08 8946 7149 E: sharon.gilbert@cdu.edu.au Language International https://languageinternational.com.au/advice STEPS Education and Training 08 8925 5600
Visa support	Department of Home Affairs https://homeaffairs.gov.au/
Social events and sightseeing	Tourism NT https://northernterritory.com/
Critical incident: routine or minor event	Institute of Skills and Training Australia (ISO) Office Hours: 08 89800600 After Hours: 0418 201 473
Critical incident: moderate, major, critical	Training Manager Office Hours: 08 89800600 After Hours: 0408 814 701
Support Services – Health, Safety and Wellbeing	Study NT https://studynt.nt.gov.au/lifestyle/health-safety-and-wellbeing

TRAINER SUPPORT

Your Trainer is available to provide you additional support, however you must send an email to them with your request. The Trainer will then contact you to discuss the support you are requiring.

LEARNING & ASSESSMENT INFORMATION

Your trainer or assessor will provide you with detailed information about:

- the program purpose and outcomes
- a training plan that sets out required training sessions, learning activities and key dates
- an assessment plan that sets out required evidence, assessment criteria and key dates

RECOGNITION OF PRIOR LEARNING

Institute of Skills and Training Australia believes that no learner should be required to undertake training where they can already demonstrate that they are competent. Under its mutual obligation arrangements, Institute of Skills and Training Australia is committed to recognise all qualifications and statements of attainment issued by another Registered Training Organisation (RTO).

For this reason, Institute of Skills and Training Australia will provide you with an opportunity to seek recognition of:

- qualifications and statements of attainment issued by other RTOs
- prior learning and current competencies achieved elsewhere, either formal or informal

If you wish your skills and qualifications to be considered for recognition, please contact Institute of Skills and Training Australia on 08 89800600 or info@skillsandtraining.edu.au

CREDIT TRANSFER

Institute of Skills and Training Australia recognises qualifications issued by other Registered Training Organisation and will apply Credit Transfer to units of competency consistent with the packaging rules.

ATTENDANCE REQUIREMENTS

International students must attend the face-to-face workshops as listed in your course timetable as a requirement of your study visa. Please note timetables may change, but you will be notified in advance.

All attendance is monitored as per the [Course Progress and Monitoring Attendance Policy](#), the [Intervention Strategy Procedure](#) will be applied when International Students do not comply with their required attendance.

INTERVENTION STRATEGY PROCEDURE

STEP 1: IDENTIFICATION & ASSESSMENT

In accordance with the [Course Progress and Attendance Policy](#), a student is identified as being at risk for unsatisfactory course progression and/or course attendance.

STEP 2: INTERVENTION STRATEGY IS ACTIVATED

The student is issued a first alert letter for unsatisfactory academic progress and invited to an academic support interview with the RTO Manager (or nominee) where an assessment of their needs is undertaken.

STEP 3: TAILORING AN INTERVENTION STRATEGY

The student meets with the RTO Manager (or nominee) to develop an Intervention Strategy specific to their circumstances, needs and difficulties including a discussion on the issues that caused the problem(s) with course progression and attendance.

STEP 4: INTERVENTION STRATEGY IS DOCUMENTED & AGREED

The student is provided with the [Intervention Meeting and Strategy Form](#) to follow.

STEP 5: CONTINUED ASSESSMENT OF PERFORMANCE & REVIEW OF INTERVENTION STRATEGY

Identification and assessment continue throughout the course and follow-up academic support meetings are made with the student to review and monitor against performance.

If the Intervention Strategy is not being followed and/or course progress or attendance continues to be unsatisfactory, a Second Unsatisfactory Academic Progress Letter will be issued to an international student notifying them of the implications of the situation on their student visa conditions with an invitation to attend further support meetings.

If, after being issued with a second alert letter, an international student continues to ignore the Intervention Strategy and/or is not achieving satisfactory course progress or attendance, an Intention to Report – Academic Progress Letter will be issued advising Institute of Skills and Training Australia's intention to notify Department of Home Affairs (DHA) of the breach of visa conditions. The student has twenty (20) working days from the deemed receipt of this letter to access the RTO's grievance and appeals process.

If the international student elects to not access the Institute of Skills and Training Australia's complaints and appeals process, withdraws from the process or the processes is completed, and the resulting decision supports the intention to report, Institute of Skills and Training Australia will notify the Secretary of DoE and DHA via PRISMS within five (5) working days of the end of the appeal period or appeals process (as applicable) that the student has not completed satisfactory course progression.

COMPLETING ASSESSMENTS

To gain competency for accredited training, participants will need to complete assessments tasks. Your trainer will explain what assessments you must complete to gain competency in each unit. You must complete and submit your assessment tasks within the given time frame, as agreed by you and your trainer.

After you submit your assessment tasks, your trainer has a maximum of two weeks to assess your evidence. In some cases, your trainer may require you to resubmit work that is not correct.

Participants will be able to make three attempts of gaining competency. After the second attempt students must

practice the skills and knowledge in the workplace or simulated environment, before attempting the assessment item for the final time.

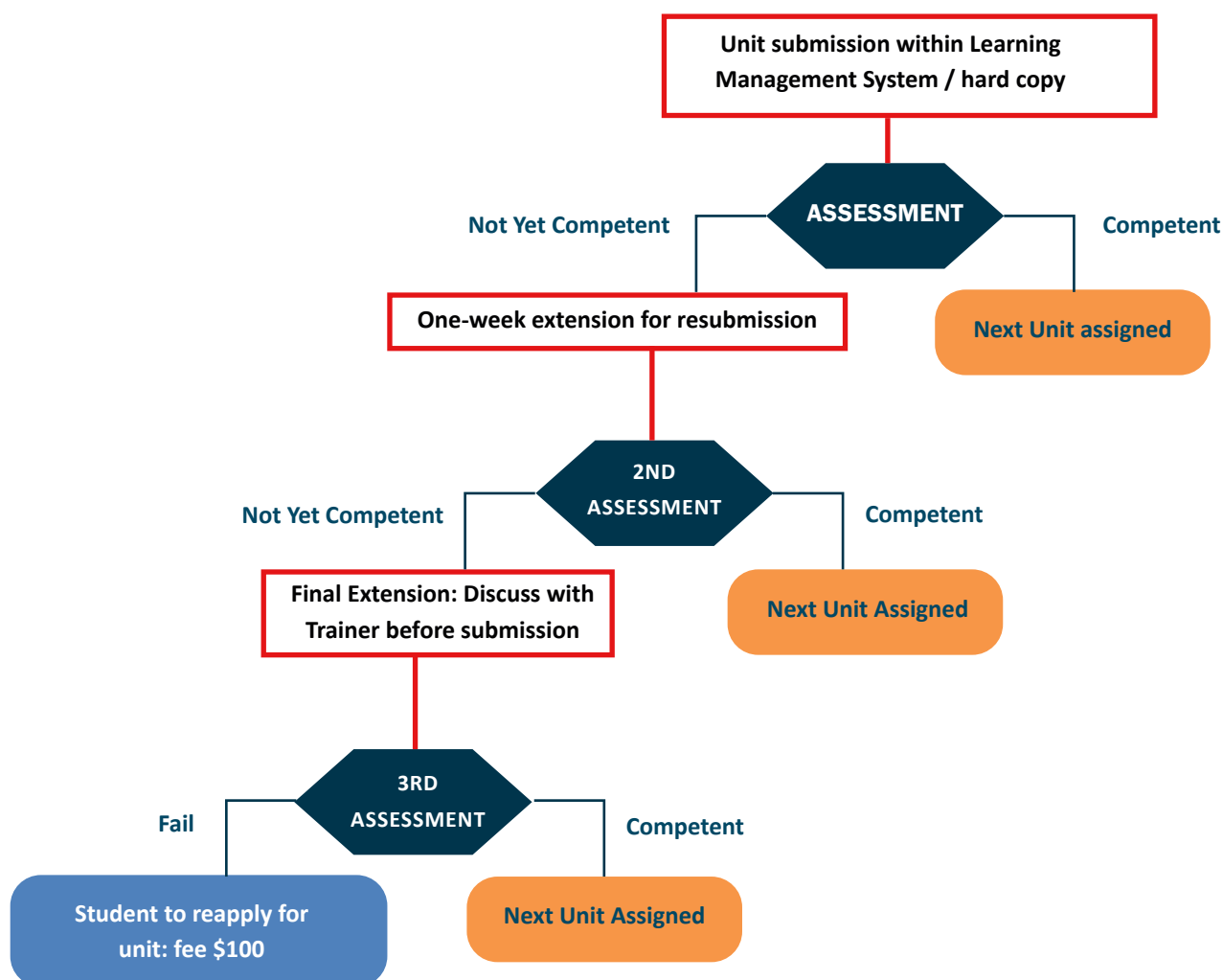
1st Submission: if deemed Competent, you will be assigned the next unit. If deemed Not Yet Competent, you will be given one week to correct and resubmit your work.

2nd Submission: if deemed Competent, you will be assigned the next unit. If deemed Not Yet Competent, you will be given one week to correct and resubmit your work.

3rd Submission: if deemed Competent, you will be assigned the next unit. If deemed Failed, you will be withdrawn from the unit by the RTO manager and assigned the next unit.

If you fail and are withdrawn from a unit, you are required to reapply for the unit to complete your qualification. All reapplications will incur a fee of \$100 to be paid to Institute of Skills and Training Australia, before you can be re-assigned the failed unit.

To gain your qualification, all units must be completed and assessed as per the process flow below:



COMPLAINTS

Institute of Skills and Training Australia is committed to the continuous improvement of its program content, methods of delivery and assessment and program administration. Please help by letting us know what you like, don't like, and by giving us suggestions for improvements.

If you have a complaint you should use the following process to resolve it:

- Give clear feedback to the person(s) closest to the problem.
- If the problem is not resolved in a reasonable time, refer the problem to the trainer/assessor
- If the problem is still not resolved in a reasonable time, it will be referred to the RTO Manager.

If you have exhausted all possible avenues within Institute of Skills and Training Australia without solving the problem, you may choose to refer the matter to an external agency.

[Institute of Skills and Training Australia's Complaints and Appeals Policy is located on the website.](#)

APPEALS

All participants can review and comment on the assessment process. If you wish to appeal against your assessment decision, you should do so at the time of finding out your results in writing to the RTO Manager within one week of the assessment outcome being received.

You may challenge the:

- Assessment decision if you believe the assessor's judgment is incorrect
- Assessment process if you believe it was not conducted as was agreed in the assessment plan

In most cases, the appeals process will comprise two stages:

Stage 1: If you disagree with your assessment, you must state the reasons in writing within in one week of the assessment outcome being received. The Trainer/Assessor will then convene a meeting with you to discuss and review the process and outcome of the assessment. You will be informed in writing of the outcome of your appeal.

Stage 2: If any issues remain unsolved after Stage 1, you may choose to lodge another appeal within in one week of the outcome after Stage 1, you must clearly set out your claims in writing. The RTO Manager will then appoint an Appeal Committee consisting of two qualified assessors (not including the original assessor) and an external person. The entire assessment process as reported by the Assessor and you will be re-examined by the Appeal Committee.

The Appeal Committee may decide to:

- request additional evidence such as workplace documents, reports from managers/peers/external agency personnel or request a face to face interview with you
- request that a second assessment be conducted by a different assessor
- support your appeal and grant recognition to you without calling for a reassessment
- reject the appeal and uphold the decision of the initial assessment as correct.

The Appeal Committee will submit a report of the findings and outcome to the original Assessor and RTO Manager.

Where the RTO considers that more than 60 days are required to process and finalise the appeal; we will inform the complainant in writing including reasons why more than 60 days are required and provide regular updates on the matter to complainant.

[The Complaints and Appeals Policy is located on the website.](#)

VOCATIONAL PLACEMENT (WORK PLACEMENT)

As part of some qualifications, students are required to participate in work placement. This means that to successfully complete the qualification, students must complete work placement. This workplace experience will solidify the student's practical experience and contribute to the assessments for the qualification.

Please note, that your Trainer and International Support Officer will organise work placement for you during your course of study. To attend work placement for the CHC30115 Certificate III in Individual Support you will be required to depending on the organisation the following:

- a police check and Ochre Card
- placement within the NT hospitals may also request the following vaccinations: Measles, mumps, rubella, chicken pox, hepatitis A and B, pertussis, tetanus/diphtheria, influenza

Further guidance will be provided at in the course materials provided to you during orientation sessions.

COURSE COMPLETION

To successfully complete the qualification, students will need to be deemed competent as meeting the requirements of each unit of competency. Once all required units are completed, you will be issued with your qualification within 30 days.

STUDENT CODE OF CONDUCT

Breaches of the following guidelines may result in a student being removed from the training program and the implementation of the

Respect & consideration for others

Performance and attitude are just as important when you attend training as they are when you are in the work place. You need to remember to show mutual respect to other students and staff of Institute of Skills and Training Australia, their possessions and property. Harassment in any form against an individual or group will not be tolerated and will be treated as inappropriate behaviour.

Legitimate directions

Students shall follow all legitimate directions given by the trainer/assessor.

Lateness or absenteeism

If you are running late or are unable to attend training, please advise us as early as possible by contacting reception on – Darwin 08 8980 0600. If you are taking time off during your training course, please advise your trainer in advance so you do not miss out on vital training/learning material. In some cases, if you miss any days of the allotted workshops you will be required to attend another workshop at a later date (provided there is space for you in the class and provided that your training duration has not expired).

Equipment usage policy

All equipment shall be handled with care, safety and respect. Any loss or damage to equipment needs to be reported to the trainer or administration officer immediately. All equipment is to be left in a clean and tidy manner at the end of training.

Inappropriate behaviour

Inappropriate behaviour will not be tolerated under any circumstances and students may be removed from training for displaying continued inappropriate behaviour.

Alcohol and Illegal substances

Possession or the use of either drugs or alcohol during training is strictly forbidden. Any breaches of this policy will be treated under the same procedure as for inappropriate behaviour.

[The Student Code of Conduct Policy and Procedure available on the Website.](#)

PLAGIARISM & COPYRIGHT

Institute of Skills and Training Australia defines Plagiarism as the act of using another person's work without approval or acknowledgement and submitting such work as their

own for assessment. Such activity is viewed as dishonest and cheating which is not acceptable. Plagiarism will not be tolerated and that identified instances will be investigated, and subsequent actions and penalties will apply. In a study environment, cheating means to act dishonestly in any way so that the assessor of the work accepts what you present as genuinely representing your understanding of, and ability in, the subject concerned.

Plagiarism: is "the act of taking and using another person's work as one's own" (Australian National University Handbook, 1997).

Any of the following acts constitutes plagiarism unless the work is appropriately acknowledged:

- copying the work of another student
- directly copying any part of another's work
- summarising the work of another
- using an idea derived from another person's work

It is cheating to:

- use notes or other resources without permission during formal testing.
- hand in someone else's work as your own (with or without that person's permission).
- hand in a completely duplicated assignment.
- take work without the author's knowledge.
- allow someone else to hand up your work as their own.
- have several people write one computer program or exercise and hand up multiple copies, all represented (implicitly or explicitly) as individual work.
- use any part of someone else's work without the proper acknowledgement.
- steal an examination or solution from a lecturer.

It is not cheating to:

- discuss assignments with lecturers or other students to understand what is being asked for.
- hand in work done alone or with the help of staff
- get help to correct minor errors in spelling, grammar or syntax (sentence construction).
- discuss assignment requirements and course materials so that you can better understand the subject (this is, in fact, encouraged).
- submit one assignment from a group of students where this is explicitly permitted or required and include a statement identifying the tasks that each individual completed.
- use other people's ideas where they are acknowledged in the appropriate way, such as referencing using footnotes, end notes or the Harvard system of referencing.

Remember that the integrity of a group project is the joint responsibility of all members of the group. Therefore, if cheating of any kind is found in a group project, all members of the group will be held responsible and will be subject to the disciplinary processes.

PENALTIES

Institute of Skills and Training Australia will not allow cheating and plagiarism under any circumstances. If you are suspected of cheating, the Trainer will investigate to establish evidence to support the suspicion. If there is no clear evidence available, no further action will follow.

If there is evidence to support the suspicion, the Trainer will notify the RTO Manager and set up a meeting with you to discuss the matter. You will have the opportunity to respond to the allegations made against you.

Once you have provided your information, Institute of Skills and Training Australia may come to one of the following decisions:

1. If it is found an unintentional offence, your submitted assessment will be marked as fail (Not Yet Competent) for that unit. You will need to undergo another or alternative form of assessment, such as an oral assessment, which may involve talking about the work or questioning. This re-assessment may involve additional cost and will be determined by the RTO Manager.
2. If this is your first offence, your submitted assessment will be marked as fail for that unit. You will need to

undergo another or alternative form of assessment and provide a supporting report from your workplace supervisor (where applicable). This re-assessment will incur additional costs and will be determined by the RTO Manager.

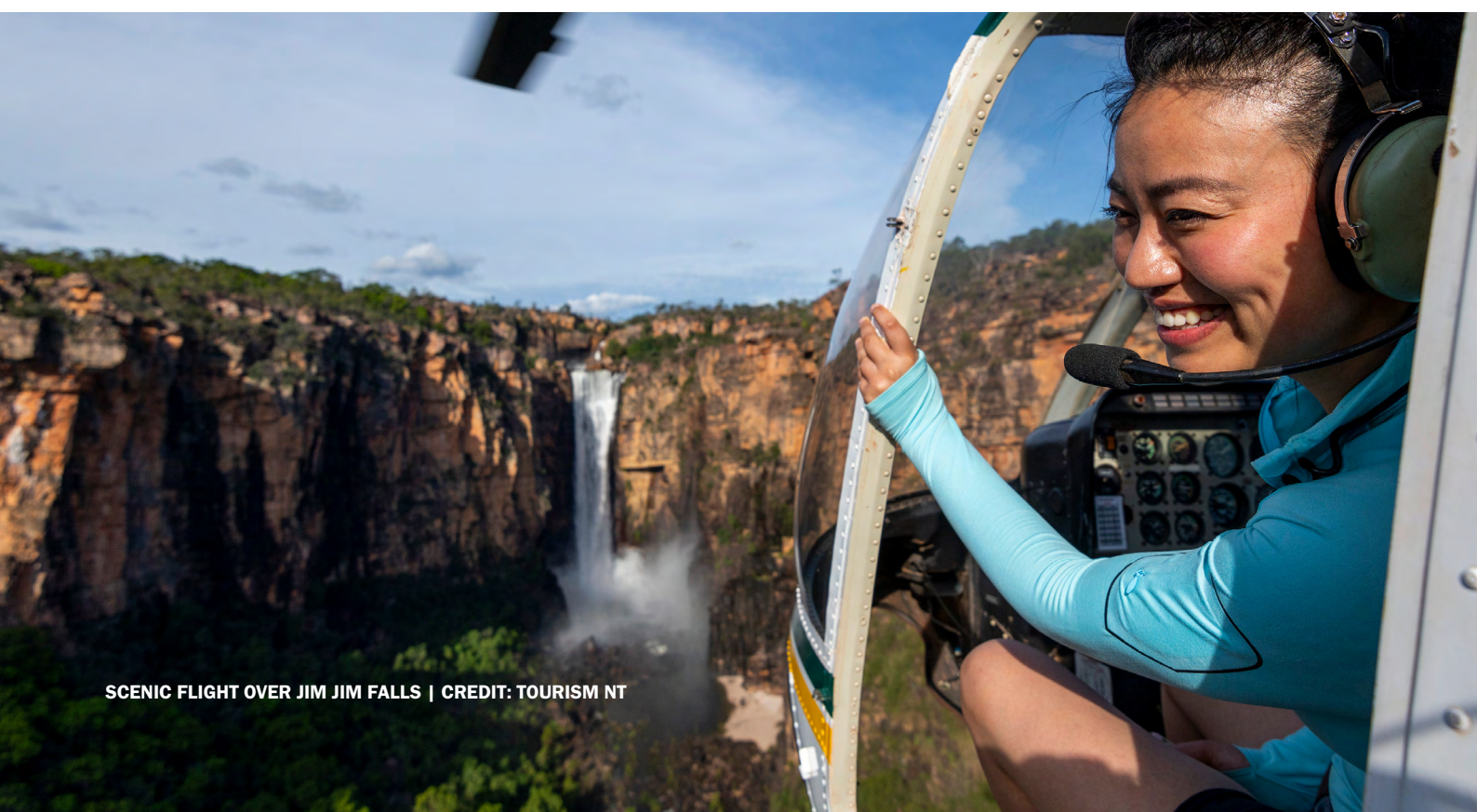
3. If this is a repeat offence, your submitted assessment will be marked as fail (Not Yet Competent) for that unit. Repeated offences will result in failure of the offending units plus a record on your student file, together with the reason. You will not be given the opportunity of another re assessment and the unit/s will be graded “Not Yet Competent”. You may need to choose additional units to complete your qualification, additional costs will be incurred to complete additional units. You may be asked to show cause why you should not be expelled from the course.

You will be advised of all penalties writing from the course.
You will be advised of all penalties writing.

APPEAL PROCESS

You may of course appeal any assessment decision made as per the Complaints and Appeals Policy. Where the RTO considers that more than 60 days are required to process and finalise the appeal; we will inform the appellant in writing including reasons why more than 60 days are required and provide regular updates on the matter to appellant.

The [Complaints and Appeals Form is located on the website.](#)



COURSE DEFERRAL OR VOLUNTARY SUSPENSION OF STUDY

A student's course may be suspended or deferred based on compassionate and compelling circumstances (which are beyond the control of the student) which are assessed where evidence of their validity is provided.

These circumstances may include:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes.
- bereavement of close family members such as parents or grandparents.
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies.
- a traumatic experience which could include involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime.
- where Institute of Skills and Training Australia was not able to offer a pre-requisite unit; or inability to begin studying on the course commencement date due to delay in receiving a student visa.

Students wishing to defer or suspend their course must complete a Deferral, Suspension and Cancellation Form and attach the requested supporting evidence. For further information, please contact the International Support Officer.

Deferment of your course may impact your student visa!

INVOLUNTARY SUSPENSION OF ENROLMENT FOR MISCONDUCT

Where an international student has displayed or participated in behaviour contrary to the Misconduct Policy or other company policy or to generally acceptable social or academic standards, Institute of Skills and Training Australia may activate a suspension of study for misconduct.

Where an international student has displayed or participated in behavior contrary to the [Misconduct Policy](#) or other company policy or to generally acceptable social or academic standards, Institute of Skills and Training Australia may activate a suspension of study for misconduct.

Where Institute of Skills and Training Australia intends to suspend the enrolment of an international student as a result of misconduct, the student will be issued with a Notice of Intention to Suspend Enrolment notifying the intention to suspend, the reasons for the decision and the student's right to appeal within twenty (20) working days in accordance with Standard 9.4 of the National Code 2018. Institute of Skills and Training Australia will hold the student's place in their course of study for the period of suspension. It is the student's responsibility to observe the

re-enrolment process in line with the dates as stipulated in the Notice of Intention to Suspend Enrolment. Institute of Skills and Training Australia will report the suspension of enrolment to the Secretary via PRISMS in accordance with Standard 9.5 of the National Code 2018.

Students wishing to make an appeal against suspension for academic misconduct should refer to the Complaints & Appeals Policy. A student's enrolment will be maintained for the duration of the internal appeals process and Institute of Skills and Training Australia will not report any changes in PRISMS during this time.

A copy of all decisions and outcomes, including the new student visa where applicable, will be kept on the student file.

CANCELLATION ENROLMENT FOR MISCONDUCT

Where an international student has displayed or participated in behaviour contrary to the [Learner Misconduct Policy](#) or other company policy or to generally acceptable social or academic standards, Institute of Skills and Training Australia may activate a suspension of study for misconduct.

Where an international student has displayed or participated in behaviour contrary to the Learner Misconduct Policy or other company policy or to generally acceptable social or academic standards, Institute of Skills and Training Australia may activate the cancellation of their enrolment at the company.

In accordance with Standard 9 of the National Code 2018, Institute of Skills and Training Australia may cancel an international student's enrolment on the grounds of misconduct which may include one or more, but not limited to, the following circumstances:

- Unsatisfactory course progress, in accordance with Standard 9 of the National Code 2018.
- Plagiarism, cheating or collusion.
- Harassment or bullying of students, staff or other persons.
- Causing or threatening the safety or health of students, staff or other persons.
- Non-payment of tuition fees.

Where Institute of Skills and Training Australia intends to cancel the enrolment of an international student as a result of misconduct, the student will be issued with a Notice of Intention to Cancel Enrolment notifying the intention to cancel, the reasons for the decision and the student's right to appeal within twenty working days in accordance with Standard 9.5 of the National Code 2018. Institute of Skills and Training Australia will report the cancellation of enrolment to the Secretary via PRISMS in accordance with

Standard 9 of the National Code 2018.

Students wishing to make an appeal against the cancellation of their enrolment for academic misconduct should refer to the [Institute of Skills and Training Australia's Complaints & Appeals Policy](#). A student's enrolment will be maintained for the duration of the internal appeals process and Institute of Skills and Training Australia will not report any changes to Department of Home Affairs (DHA) via PRISMS during this time.

A copy of all decisions and outcomes will be kept on the student file.

CANCELLATION OR WITHDRAWAL FROM A COURSE

If an international student is unable to continue their course of study at Institute of Skills and Training Australia they may apply to withdraw or cancel their enrolment at Institute of Skills and Training Australia.

When an international student wishes to withdraw from their course of study at Institute of Skills and Training Australia, the student must lodge an 'Application to Withdraw and Cancel Enrolment' form with the campus Student Services staff outlining the reasons for the request. An 'Application to Withdraw and Cancel Enrolment' form can be downloaded from [the Student Resources page on the Institute of Skills and Training Australia website](#).

Applications to withdraw or cancel enrolment should be submitted prior to Census Date to avoid any academic penalty. In accordance with the Institute of Skills and Training Australia's Tuition Fee Refund Policy there are no tuition fee refunds after commencement of studies.

Applications to withdraw or cancel enrolment should be submitted prior to Census Date to avoid any academic penalty. In accordance with the [Institute of Skills and Training Australia's Tuition Fee Refund Policy](#) there are no tuition fee refunds after commencement of studies.

An international student applying to cancel their enrolment to transfer to a course at another registered provider, and has not completed six months of their principal course of study at Institute of Skills and Training Australia, should refer to the [International Student Transfer between Registered Providers Policy](#) which outlines the conditions by which Institute of Skills and Training Australia must abide in accordance with Standard 7 of the National Code 2018.

Institute of Skills and Training Australia will grant approval to withdraw from a course of study on the grounds of compassionate or compelling circumstances, in accordance with Standard 9.2 of the National Code 2018.

Institute of Skills and Training Australia will only consider an application complete and eligible for assessment when all sections have been completed, the form signed with documentary evidence attached ('completed application'), such as but not limited to:

1. Medical certificate from a registered medical practitioner
2. Statement of support from a counsellor or psychologist
3. Certified personal statement of exceptional hardship
4. Activation orders for compulsory overseas military service

Institute of Skills and Training Australia will assess and respond to all completed applications within ten (10) working days. A longer time may be required during peak admission and enrolment times, but the process will not exceed fifteen (15) working days.

Institute of Skills and Training Australia may grant approval to withdraw (cancel enrolment) on the grounds of compassionate or compelling circumstances, in accordance with Standard 9 of the National Code 2018. The applicant will be advised of the decision in writing.

Where an 'Application to Withdraw and Cancel Enrolment' is successful, Institute of Skills and Training Australia will issue an Approval of Withdrawal Request Letter. Institute of Skills and Training Australia will report the cancellation of enrolment to the Secretary via PRISMS in accordance with Standard 9 of the National Code 2018.

Where an 'Application to Withdraw and Cancel Enrolment' is denied, the student will be notified in writing of the reasons for refusal and their right to appeal within twenty (20) working days as per Standard of the National Code 2018. Students wishing to make an appeal should refer to the [Complaints & Appeals Policy](#). A student's enrolment will be maintained for the duration of the internal appeals process and Institute of Skills and Training Australia will not report any changes to DHA via PRISMS during this time.

A copy of all applications, decisions and outcomes will be kept on the student file.

TRANSFERRING BETWEEN PROVIDERS

Student Transfer Requests – Transfer from Institute of Skills and Training Australia

Circumstances in which a release is not required:

- Has been studying in their principal course (the course for which the student was granted a visa) for more than six months, or wishes to discontinue

studying at the Institute of Skills and Training Australia and intends to return to their home country, or

- Holding another kind of temporary residence visa that is not subject to the National Code 2018.

Students who wish to transfer to another provider must provide a valid letter of offer from the provider they wish to transfer to and fill out a Transfer of Provider form. Students must also attend a transfer interview if requested.

Process

Step 1: International students who have accepted an offer from the Institute of Skills and Training Australia, and were granted a Confirmation of Enrolment (CoE) and wish to transfer to another institution study must submit the following documents to Student Services:

- A completed Transfer of Provider form (International students who have not completed at least six months of their principal course must note on the form that a release is being requested).
- A written letter detailing the reasons behind the student's request to transfer to another institution and how the student will benefit from the transfer.
- A copy of the offer letter from the other institution confirming that the student has been offered an unconditional place at the institution.
- Written approval for the change from the scholarship body if a sponsor is paying the tuition fees.

Step 2: Student Services notifies the student of the outcome of their request within ten working days of submitting the application. There is no charge for granting a release.

Successful Outcome

Students will be informed that:

the Institute of Skills and Training Australia has approved the request to transfer to another institution,

- the Department of Home Affairs will be informed
- their Institute of Skills and Training Australia Certificate of Enrolment has been cancelled.

Students will also be advised that they will need to contact the Department of Home Affairs to seek advice if a new student visa is required.

Unsuccessful Outcome

In line with the provisions of the National Code 2018 (Part B, section 7.5), students will be informed of:

- the reasons for the refusal.
- the student's right to access the Institute of Skills and Training Australia's complaints and appeal process.

FEES

All fees must be paid in accordance with the Enrolment Letter of Offer.

Payment of the course fees for Study Period 1 (Initial Tuition Fee) is required prior to the processing of enrolment. Tuition fees for each subsequent study period are due two weeks prior to the commencement of the study period e.g.: study period 2 fees are due two weeks before the commencement date for study period 2.

Australian Government regulations require all international students to have Overseas Students Health Cover (OSHC) for their period in Australia. A student visa will not be granted until the Overseas Students Health Cover has been paid.

A signed International Student Acceptance Agreement, payment of the Initial Tuition Fee and evidence of OSHC (recorded policy number, start and finish dates) must be received by the Administration before a Confirmation of Enrolment (CoE) will be issued, which is required for the application of a student visa with the Department of Home Affairs (DHA). Before enrolment is finalised by Institute of Skills and Training Australia, all international students must be in possession of the appropriate student visa as issued by DHA and have provided a copy to Institute of Skills and Training Australia Admissions for the student file.

REFUND CRITERIA

Institute of Skills and Training Australia will use the following criteria to assess an application for the refund of program fees:

- Institute of Skills and Training Australia is unable to provide the course.
- a student was not able to meet a condition required for admission that was not part of any packaged admissions arrangements.
- a student has been excluded by Institute of Skills and Training Australia for failure to meet academic progression rules and where fees were paid in advance of notification of the exclusion.
- Australian Government authorities have refused to grant a student visa.
- illness or disability prevents the student from taking up the course.
- the death of a close family member of the student (parent, sibling, spouse or child) occurs; or
- other special or extenuating circumstances prevent a student from commencing a course.

[Institute of Skills and Training Australia's Refund Policy is available on website.](#)

REPRINTS OF CERTIFICATES

If you require a reprint of your original certificate you will be charge a reprinting fee. The current reprint fee is \$25. This fee may increase without notice in the future.

ACCESSING STUDENT FILES & INFORMATION

Institute of Skills and Training Australia is required to keep information regarding student enrolment and qualification/unit completion for 30 years. If you require access to your student file to retrieve information, you must request in writing and you will be required to pay any fees associated with the retrieval of your information from storage. Hard copy files can only be viewed under the supervision of a Institute of Skills and Training Australia staff member.

CHANGES TO QUALIFICATIONS

Training packages and units of competency are reviewed by Industry through Service Skills Organisations on a managed cycle. Institute of Skills and Training Australia must comply with the Standards for RTOs including the Outcome Standards, Compliance Standards, and Credential Policy, in relation to a “12-month Transition Period”, this means that Institute of Skills and Training Australia has 12 months to implement the updated qualification and its associated units of competency.

You will be advised if the qualification/unit of competency you are participating in has been changed to reflect current Industry requirements. Should your completion date of the course be within the “12-month Transition Period” then you will be issued the qualification you were initially enrolled into.

Should your completion time fall outside of the “12-month Transition Period” Institute of Skills and Training Australia will review the changes in November until April is the wet season, in which the climate is very humid with monsoon rains and storms. The temperatures range from 25°C (77°F) to 33°C (91°F), and humidity can be higher than 80%.

to the Training Package and adjust delivery and assessment accordingly. This may mean you will have additional assessment requirements, if this occurs you will be issued with a new Delivery and Assessment Plan to reflect the changes.

QUALIFICATION UNITS

All qualification units will be determined and set by the RTO. Under special consideration, a single elective unit could be changed on a case by case basis.

All trainees will be provided with training plans which will include RTO selected units’ release and due dates. Although units are set, the dates may be negotiated with trainee’s supervisor/manager, prior to signing.

USEFUL CONTACTS

NT WorkSafe

www.worksafe.nt.gov.au

Anti Discrimination

www.adc.nt.gov.au

Equal Employment Opportunity

www.legislation.gov.au/Details/C2016C00775

Awards and Agreements


www.fairwork.gov.au/awards-and-agreements/agreements

ASQA

<https://www.asqa.gov.au>



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