



Integrity

Business College

innovate • results • trust



Participant Handbook

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Introduction

Integrity Business College of Australasia Pty Ltd (Integrity) is a Registered Training Organisation (RTO).

Our courses are designed to provide you with a process to enable you to have the confidence and understanding that your skills and knowledge will be recognised by obtaining a nationally recognised qualification.

To do this we follow the guidelines set out by the Australian Skills Quality Authority (ASQA).

Our policies and procedures are available to be viewed by all participants and will provide you with accurate and “up to date” information about Integrity and our training packages (ask your trainer or Integrity contact for further details).

Points of Contact and Address

Head Office
Integrity Business College
Level 4, Suite 401B, 198 Harbour Esplanade,
Docklands, Vic 3008

Adelaide Branch
Integrity Business College
217-219 Flinders Street
Adelaide, South Australia 5000

Phone 1300 731 451
Email admin@integritybusinesscollege.com
Web: www.integritybusinesscollege.com

Managing Director – Peter Venables
Operations Manager – Dylan Venables

Our Mission Statement

Integrity Business College Australasia Pty Ltd is dedicated to achieving professionalism in all facets of their business.

Every team member plays a vital role in customer care and service, realising that this emphasis guarantees our future livelihood.

Our philosophy is based on moral ethics and respect for people and this concept also lays the foundation for making our business an enjoyable place of employment.

We will provide our members with, “innovation, trust, results and enterprising solutions” which:

- Delivers individual and business solutions
- Provides teamwork and communication skills
- Emphasises the value of maintaining integrity in all operations
- Provides innovative, high quality, value for money training services, that gets results
- Exceeds the clients expectations

Our Vision Statement

TO CREATE A NATIONALLY RECOGNISED
TRAINING COMPANY, THAT PROVIDES ITS
MEMBERS WITH A SATISFYING, SECURE
AND POSITIVE FUTURE.
OUR BUSINESS CULTURE WILL EMBRACE
THE PRACTICE OF MORAL ETHICS WHILE
ENCOURAGING ALL MEMBERS TO
“STRIVE FOR EXCELLENCE”

Code of Practice/Code of Conduct

Integrity Business College Responsibilities

- Examine all policies and procedures, as they affect employees, contractors, members and participants to ensure the elimination of discrimination and harassment.
- No discrimination against any group of participants or staff, in access to Institute facilities
- Discourage the use of discriminatory language in all printed material and in the speech of staff and participants.
- Establish and maintain procedures to deal with complaints concerning discrimination and harassment.
- Ensure the Integrity and Security of the Information Technology Systems(Server)
- Discourage the misuse of the IT Systems provided by Students
- Ensure trainers advise participants at time of induction of the availability of the most recent Registration audit report for viewing.
 - Student and trainer to sign this has been discussed.
 - Ensure students have access to the most recent Registration audit report by publishing it on INTEGRITY's website

Participants' Rights and Responsibilities

Each participant partaking in any program has the **right** to:

- Receive quality training consistent with national and state industry standards
- Discuss any issue of concern with the trainer or program coordinator
- Receive training in a supportive and constructive environment conducive to adult learning
- Be treated with respect and integrity by fellow participants, trainers and program coordinator
- Receive constructive feedback concerning performance
- Participate and learn in an environment that is free from discrimination
- Abide by the IT Policy and Procedure provided at Induction

Each participant partaking in any program has the **responsibility** to:

- Participate and interact constructively and consistently during all activities associated within the program
- Be responsible for their own learning
- Display appropriate conduct
- Submit and complete all assignments by the required due date
- Attend all sessions and be punctual at all times
- Notify the program trainer or coordinator if unable to attend any activity

If any participant wishes to make a complaint related to Equal Opportunity please discuss any issues with the Operations Manager.

Students can visit the following website for further details on Human Rights:

<http://www.justice.vic.gov.au/wps/wcm/connect/DOJ+Internet/Home/Your+Rights/Human+Rights>

Eligibility/Selection

Participants are asked to complete an enrolment form and attend a pre-training interview to assist in the development of the training plan, assess your suitability for the program and in providing INTEGRITY with all eligibility evidence.

INTEGRITY encourages participants with physical and or/ intellectual disabilities to access any training programs.

Enrolment, Induction and Establishing Student Your Needs

Prior to or at the start of your training program, you will be provided with the following:

- Induction information -
 - INTEGRITY Participants Information
 - Fees & Resource Charges (where applicable)
 - Recognition of Prior Learning (RPL/RCC) information
 - Language, Literacy and Numeracy Testing
 - Course outlines
- Establish the level of your competence (ability) by conducting a pre-training interview and discuss with you and your workplace coach (if applicable) strategies to meet your learning needs

At the induction we will:

- Advise on recognition of prior learning (RPL) exemptions and credit transfers
- Distribute and explain your timetable, identify, and if possible introduce trainers and staff members
- Explain procedures regarding attendance requirements, access to staff assessment, and the relevant occupational health and safety procedures and equal opportunity provisions.

Language, Literacy and Numeracy Assessments

INTEGRITY is required to conduct language, literacy and numeracy (LLN) tests to identify and address any issues with LLN. If additional assistance is required there are numerous resources available to assist you and your trainer further with your development.

Eligible participants can obtain help through the Language, Literacy and Numeracy Program (LLNP). This aims to help customers improve their chances of getting and keeping a job, as well as making their everyday lives easier. This is just an example of what is available the link to this program is:

http://www.centrelink.gov.au/internet/internet.nsf/services/literacy_numeracy.htm

Other website addresses for LLN Programs that can help you improve your speaking, reading, writing or basic math skills are:

- Literacy Net - <https://www.education.gov.au/literacy-net-general-resources>

Fees and Charges

Fees are applicable to all courses. The appropriate fees to be charged to you or your employer depend on each individual's needs and training program. You will be provided with Fees and Charges information prior to your enrolment. All courses/qualifications associated with a Government Funded Training Program have fees and charges that apply to them, in some instances exemptions and concessions are available.

Refund Policy

If a student withdraws, by written notice, from government-funded training or further education at any time up until the scheduled commencement date of the course, Integrity will refund the tuition fees paid in respect of the enrolment less an administration fee of \$200.00, and any other fees and charges paid by or on behalf of the student.

If a student withdraws from only part of an enrolment, then Integrity is required to refund only the portion of the tuition fee and materials fee applicable to that part of the training or further education, less an administration fee of \$200.00.

If a course is cancelled by Integrity at any time during the period of a person's enrolment, then Integrity will refund the full tuition fees, the pro-rata portion of any student services and amenities fees, any incidental fees for goods and services that have not been used prior to the date of cancellation, and fees for materials that have not been used prior to the date of cancellation.

If a student has paid a fee for tuition which is no longer required because of recognition of prior learning, Integrity will refund an amount equal to the difference between the tuition fee paid, and the tuition fee payable for the adjusted hours of tuition that are to be undertaken.

Equal Opportunity

INTEGRITY is committed to equal opportunity and has a responsibility to create an educational environment free of discrimination. INTEGRITY aims to provide equal opportunity for all employees, contractors and participants and ensures that all policies and procedures are free from direct or indirect discrimination regardless of gender, pregnancy, disability, transgender, political status, sexuality, age, family/carer responsibilities, disability, political conviction and religious belief.

People with Special Needs Access and Equity

Access and equity in training ensures that people with differing needs and abilities have the same opportunities to successfully gain skills, knowledge and experience through education and training irrespective of their age, disability, colour, race, gender, religion, sexuality, family responsibilities or location. It means identifying and addressing the training needs of each individual.

Under the Australian Governments Disability Discrimination Act 1992 all registered training organisations (RTO's) must identify barriers which people with a disability encounter when accessing programs and services and develop strategies to minimise the impact of these barriers.

If you seek assistance please do not hesitate to speak to your trainer about the help required. Additional training is always available. One on one training may also be available. INTEGRITY can also speak to your workplace coach and ask them to assist further.

Physical Disabilities

The Disability Discrimination Act (DDA) 1992 states it is illegal for an educational authority to discriminate against persons with a disability. A registered training organisation (RTO) may not prejudice and must offer people with a disability the same educational opportunities as everyone else.

If you require any additional support please speak to your trainer or the Operations Manager. Additional training can be provided for you or external sources may be available. INTEGRITY will ensure that your training experience is as enjoyable as we can. Visit this site if you require further details to your entitlements <http://www.hreoc.gov.au/>

Mutual Recognition

INTEGRITY will ensure that an individual's learning and skills are recognised, irrespective of how or where they have been acquired. We will accept AQF qualifications and statements of attainment issued by any other registered training organisation based in Australia. INTEGRITY will verify the

qualifications with the relevant RTO and acknowledge them accordingly within your Pre Training Interview.

Skills Recognition Assessment

Skills Recognition includes:

Recognition of Prior Learning is a form of assessment used to determine whether a person has achieved through formal or informal learning and experience, the required learning outcomes of a unit or units. All participants are able to apply for this process.

Recognition of Current Competencies is the recognition of competencies acquired and held through prior learning, formal training, work experience or life experience. It is the equivalent to assessment against a unit of competency.

Recognition Process

If you believe that you might be eligible for Recognition of Prior Learning or Recognition of Current Competencies, INTEGRITY is able to offer you this, some charges may apply.

Skills recognition assessments (RPL & RCC) are available to all participants. The INTEGRITY Training Coordinator or your trainer can supply you with information on the application process and the relevant forms that need to be completed. You may apply for recognition of learning and skills by supplying evidence of:

- Previous formal training undertaken
- Work or life experiences
- Non formal training undertaken

An assessment and verification of the application will be undertaken. Skills recognition outcomes will be recorded and relevant qualifications / statements of attainment will be issued where applicable.

Types of Training Delivery

Workplace Training

The following Workplace Training information is applicable to traineeships only:

On the job training is the training you receive whilst you are working as a traineeship (signed a contract with employer and Australian Apprenticeship Centre)

Your INTEGRITY trainer must make a minimum of 4 face to face visits per training year, to deliver training and assessment within your workplace.

All trainees must be withdrawn from routine work duties for the purpose of undertaking structured training or completing learning activities. It is the employer's responsibility to ensure you are allowed this time.

- Certificate II trainees must be withdrawn for a minimum of 1.5 hours per week averaged over a two month period.
- Certificate III and above trainees must be withdrawn for a minimum of 3 hours per week averaged over a four week period.

A Training Log is a record of the times when you are withdrawn from routine work duties to do the training and assessment required and must be noted in the training log by yourself, signed by you, your workplace supervisor/employer. Your INTEGRITY trainer is required to obtain a copy of this each month for your INTEGRITY file for auditing purposes.

Classroom Training

Some participants learn better in a more structured trainer/learner environment.

One of the benefits of classroom based training is that it requires you to be out of the workplace, leaving you to focus 100% on the course.

Participants can:

- benefit from interaction with other students
- share a real world experience
- obtain input from each other and the trainer

Online Training

Online training is ideal for participants who are self-motivated, its theoretical and structured in its methods and you are judged on your performance through a series of assignments/assessments.

Online training offers you immediate feedback on your response. Hand-on exercises provide application opportunities to practice and apply learned skills.

Online training can also be beneficial to participants who live and work in remote areas of Australia.

Assessment

Assessment is an integral part of the training process.

It is used for the following purposes:

- Diagnostic
- Trainee motivation
- Evaluation of training
- Basis to derive data to determine a Trainee's overall performance in the training.

This Assessment policy provides a means of ensuring a fair and just Assessment system for Trainees and a strategy for managing Assessment workloads for both Trainees and Trainers.

Assessment Notification

Participants in nationally recognised courses are required to undertake a range of assessment tasks in order to display competence. Trainers will have an assessment and outcome sheet to record your results:

- Competent (C)
- Competency not achieved (NYC)
- Withdrawn (W/D)

Each unit has a required learning outcome to be achieved. You are either assessed as COMPETENT or NOT YET COMPETENT. If not yet competent, you will have the opportunity of re-submitting this work, you will be offered the opportunity to re-assess or appeal, further comments on this are noted below.

INTEGRITY will ensure that assessment processes:

- allow accelerated progress towards completion of assessment tasks and demonstration of competency when required by participants
- are relevant, appropriate, fair, flexible and recognise the requirements of the participant and the national training recognition system

The Trainer will discuss all Assessments with you prior to commencing Assessments. The Assessments may take various forms, including written, verbal and skills tests. All Assessment is task orientated and based on competency standards.

A permanent record is kept of all Assessments.

Assessment Completion

You are required to hand in your assignments on the due date, however if an extension is required this needs to be discussed with your Trainer, who may approve or deny your request. This should be arranged prior to the due date of the assignment.

If you are absent when an assessment or assignment is scheduled/due, it is **your** responsibility to inform your trainer and make alternative arrangements.

Presentation of assessments

In business often the most visible output of a professional is their written communication, in either a detailed report or via business letters or internal memorandums. In many circumstances the business professional will be judged on the quality of their written work. With this in mind, INTEGRITY places emphasis on developing student's skills in written communication.

All written assessments must conform to the following format:

- A Title page that includes the following –
 - Course Name
 - Unit Name
 - Student's Name
 - Assessment Date
- All assessments must be word processed, with a margin on the left hand side. Pages must be consecutively numbered.
- All assessments must be securely bound/ stapled.
- If the assessment is in response to a series of questions, the question must be included, with numbers, followed by the answer to the question.
- If the assessment is a workplace project then each individual question must be included in the report, followed by the response. All workplace assessments must include an introduction, an analysis of the project and a summary.
- A reference list should be included in all written assessments. This list will advise the source of any information used to complete the assessment. The list could include books, articles, websites, journals, etc.
- Any appendices to support the assessment must be included at the end of the document. The assessment itself must refer to the appendix at the relevant section or question.
- All answers to questions, must be in detail and relevant to the question or project. Brief summaries will not be accepted. All written assessments must be supported by argument, evidence and analysis. Always ensure you answer the question, using supporting evidence to gather support for your response. i.e. Screen shots
- Literacy and grammar must be at an appropriate level. Your written assessments must be clear, possess a high standard of spelling, appropriate sentence structure, and be correctly punctuated and grammatically appropriate.
- Always edit and review your work and ensure it is appropriately structured.
- Always ensure you acknowledge the work of others, including words, data, diagrams, models, etc. This will ensure you are not accused of plagiarism. In addition, include these references in your reference list and/or as a footnote.

Re-assessment and Appeal

A participant, who is dissatisfied with an assessment result, may appeal the decision. To appeal, the following steps occur:

- The participant notifies the trainer using the Assessment appeal notification form, please ask your trainer for a copy.
- The two parties negotiate a re-assessment
- The trainer in consultation with the training manager provides a written statement of the outcome of the reassessment within 14 days
- If the participant is still dissatisfied, he/she may seek arbitration by a third party or panel acceptable to the parties to the appeal.
- If the appeal is still unresolved, the participant will be advised of external organisations that may be able to assist.

Plagiarism

Definition: ‘...to use the work of another and claim it as your own’

Plagiarism is *cheating*. It is unacceptable for any trainee to use the work of another (be it a current or previous trainee, relative, workmate or published author) and claims it as their own.

Cheating is considered to be serious misconduct.

Penalties that may apply include:

- * No result for Assessment
- * Re-Assessment using a different form of Assessment, conducted outside training time.
- * Information about misconduct to be passed onto your employer.

Dropbox Procedures

Dropbox Account:

In your dropbox account you will have four folders set up; and they are:

In Progress: This is the folder in which your Trainer will upload your new units. Any assessments that you are working on should be saved/uploaded to this folder. The assessment needs to be saved any time you make changes. This folder is regularly checked to track your progress. It is in your own interest to save your work to this folder. Create a folder for each unit. Use the unit number and name for the folder and save all the relevant work there.

To Be Marked: Once you have completed an assessment, please move it to this folder – see 'Submission' under assessment procedures.

Completed: This folder is to be used only by your Trainer. Once your assessment has been marked and deemed 'competent', your Trainer will move the completed assessment for you. Please do not move any of your work to this folder.

Cover Pages: This folder is where you need to sign and get your supervisor to sign their section, which is usually the first four pages of each assessment. Once it has been signed by both you and your supervisor please scan it and save it with the assessment unit name. Once the assessment is deemed competent, it will be then signed by your trainer. An email will be sent to you to advise that the unit is signed off.

Assessment Procedures

Please ensure that you add your name to each assessment in the header where it says 'Student Name'

Unless authorised to do otherwise by your Trainer, you must use the assessment template provided for each unit. Type your answers in the appropriate spaces on the template.

The resource for each unit provides most of the answers you need, however you may need to do some research, especially for Certificate IV courses. Each course is designed to help you develop your skills.

For all courses, whether you use the resource or research, please remember that your assessments need to be in your own words. Do not copy directly from any resource you use. Plagiarism is not acceptable.

Answer all questions in the appropriate place provided in the assessment.

If an assessment template is not provided, please follow the following instructions: -

- Create a word document, in the header type the unit name, number and your name.
- Type the questions and your answer below.
- For practical activities, you do not need to type the instructions, but add the activity number, and insert the activity document in your main document (Insert – Object – create from file – browse [find your file] – insert as icon – ok).
- Keep all your answers and practical activities on one document.

Please save your work regularly, and use a USB as a back-up. If you lose any work before it is assessed, you will need to redo it, which may put you behind. Save and back-up!

If you are unsure how to answer questions or need clarification, please contact your Trainer for assistance. Please remember that your Trainer is there to assist you with your work, but not to just give you the answers to the assessment. Your Trainer will explain any topic that you are finding challenging.

Cover Sheets:

Each unit has corresponding cover sheets, which will be the first 3 or 4 pages of the assessment template.

These cover sheets must be submitted when you complete your assessment for marking (see Dropbox procedures).

You should sign page 1 as the 'participant', and your Supervisor/Manager should sign pages 1 as the 'Employer' and 3 as the 'observer'. Page 2 should be left blank but must be submitted.

Submitting Your Assessments:

Once you have completed your assessment, upload it to the appropriate folder in Dropbox (see procedures) and email your trainer to advise; this gives both you and your trainer a record of your submission.

If you have not answered all the questions on the assessment, it is not complete! Do not submit the assessment as complete; contact your Trainer for assistance.

Please ensure that you and your Supervisor/Manager sign the cover sheets for the appropriate unit, and submit them at the same time as the completed unit. Your Trainer will be unable to sign you off for a unit without the cover sheets.

Your trainer will mark your work with ticks and comments. If you are required to complete some amendments on your assessment, check the comments made by your trainer, complete the amendments and resave your work. Please do not remove any ticks or comments made by your trainer. These show that your work has been marked and is required for auditing purposes.

Certificates/Statements of Attainment

Once you have successfully completed all relevant units as per your training plan you will receive a full Certificate detailing units you are competent in.

Participants that have not successfully completed all units will receive a Statement of Attainment detailing units completed.

For non-nationally recognised courses, certificate of participation will be issued if the participant has attended all sessions

(Please note if you lose your full qualification certificate (testamur) a fee of \$25 is applicable, if you lose your statement of attainment there is no charge)

Participant Course Feedback

Participants will be asked to complete feedback forms on course completion. This assists us with ensuring we are continually improving our training delivery, methods and systems.

Participant Complaints Procedure

INTEGRITY will ensure that course participants receive accurate information about:

- course content, course competencies, tutors, venues, dates and times, fees and charges
- specific units including assessment procedures and tasks which must be completed successfully for a certificate or statement of attainment to be awarded

All participants will be given reasonable and fair time and information on changes in the advertised times, venues, tutors and course content, competencies and assessment procedures. If a participant feels these statements have not been achieved, he/she may lodge a complaint:

In the event of a complaint, the participant in the first instance is required to approach the program trainer with a view to resolving the complaint. If the matter cannot be resolved through this process the matter must then be referred to the Operations Manager and with a view to complaint resolution.

1. Participant fills out a Grievance and Complaint Form, available from your trainer
2. The Operations Manager will interview the participant on the specific nature and circumstances of the grievance.
3. The outcome, which should exhibit flexibility, respect for the individual/s involved and organisational integrity, will be recorded.

4. If the grievance cannot be resolved at Step 2 or if the participant wishes to appeal the outcome, a committee with INTEGRITY management a chairperson or representative, the Managing Director and course participant representative will meet to resolve the grievance.
5. The participant will have the opportunity to formally present his/her case and will be given a written statement of the outcome, including reasons for the decision.
6. If the participant is not satisfied with the outcome, the Managing Director will refer him/her to the education and training authority responsible for the particular course.
7. This process does not remove the right of the participant to seek civil remedy through appropriate statutory authorities or alternatively to initiate a grievance process direct with the Accreditation and Registration Council.

Integrity Business College – General Standards

Housekeeping

1. No food or drinks are to be taken into or consumed in the training rooms.
2. The centre is a smoke free workplace and therefore smoking within the building is prohibited.
3. Alcohol is not allowed in the INTEGRITY premises.
4. The INTEGRITY training rooms are to be left tidy before leaving each day.
5. All rubbish is to be placed in the bins provided.
6. Personal items are not to be left in the training rooms at any time, INTEGRITY will not accept responsibility for personal items lost or stolen when left unattended within the training rooms.
7. Participants shall not enter any INTEGRITY office or room other than their program training room without the express approval of a recognised member of INTEGRITY
8. The centre which houses the INTEGRITY premises has specific policies associated with fire and evacuation, use of fire extinguishers, first aid treatment, manual handling and occupational health safety and welfare standards, which will be advised to you at the start of your program. Participants are required to comply with these policies and to follow directions from centre and INTEGRITY staff whenever these policies are applied.

Punctuality

When attending training sessions at any of the INTEGRITY premises it is vital that you are on time for the start of training, when returning from lunch or coffee breaks at all times

Absenteeism

To receive the greatest benefit from the program are required to attend all of its training sessions. If you are going to be late or absent from the program for any unforeseen circumstance, please advise the INTEGRITY staff at the earliest opportunity.

It is your responsibility to ensure you complete any missed assignments and assessments due to absence.

Telephones

The telephones within the building are not for participant use, however should there be an emergency, please ask your trainer or Reception Staff to use the telephone.

Mobile Phones Policy

All mobile phones must be switched off while participating in training/program activities. Should a participant on any occasion require special exemption from this policy, they should discuss this with their trainer.

Dress Standards and Personal Hygiene

All participants are asked to present themselves in neat casual business dress together with a high standard of personal hygiene. Please consider this centre as an extension to your workplace and dress appropriately.

Personal Standards

Your progress throughout the program will be continually monitored, with the assessment based on your demonstrated ability to achieve the program objectives. Additionally, there are a number of general rules that must be observed which form a part of the overall assessment. Specifically the activities as identified hereunder are not acceptable:

1. Aggression towards others either within the classroom or workplace training environment
2. Non-consideration for others.
3. The use of verbal abuse or obscene language
4. Sexual harassment, defined as any unwelcome sexual attention towards the people you are training/working with.
5. Discrimination, it is unlawful for anyone to be treated unfairly on the grounds of age, sex, marital status, pregnancy, sexuality, race or impairment (physical or intellectual).
6. Intoxication by or the possession of alcohol or recreational drugs.

Should any of the above occur, the participants(s) concerned will be counselled and decision will be made by the Operations Manager as to their further participation in the program. Dependent on the severity of the offence/incident legal proceedings may also be a factor for consideration within the counselling process.

Refreshments

Tea and coffee are available free of charge to course participants. It is available in the participant common area. Please do not take tea or coffee outside of this area. Please do not take tea or coffee to the training rooms, only bottles with lids are permitted.

Safety

INTEGRITY is committed to providing a safe environment for all clients, employees and visitors.

First Aid Kits are located at the kitchen area.

Accident Prevention

“Prevention is better than cure”

- Please notify your trainer or other INTEGRITY employees of any safety hazard that may be noticed by you or others.
- Never endanger yourself or others in any circumstance

In Case of Accident

If a fellow participant/trainee client or employee has an accident in your presence:

- Do not move the injured person unless they are in danger of further injury
- Be empathetic, demonstrate your concern and remain calm to assist in reducing shock or hysteria
- Call for assistance or first aid if necessary
- Take careful note of the circumstances surrounding the accident
- Do not admit responsibility for the accident – remain neutral
- Report details to your immediate supervisor/manager/trainer whether there are obvious injuries or not
- If possible, take steps to avoid repetition of the accident if it is safe to do so

INTEGRITY has a first aid kit and have trained personnel in First Aid. If required please ask the receptionist who the trained person/First Aid Officer is for your information.

An Incident Report will be completed by OHS Staff at the time of any incident which occurs.

Fire Extinguishers

There is at least one fire extinguisher located in each office. Ensure you note the location of this equipment.

Fire / Emergency Evacuation

In case of a fire or similar type of emergency, **no-one** is to use the lift.

The stairwells are located either end of the building on each level (for those visitors/colleagues located on level 1/2).

In the event of such emergency, everyone needs to keep as calm as possible, take any valuables such as hand bags with them, ensure that you move quickly and quietly to the appropriate stairwell door(s) and move to the ground floor, via the stairs. Once at the bottom of the stairs, everyone is asked to meet at designated meeting point.

Check Point: Training Personnel will take the attendance lists with them so that a role call can be made at the gathering point.

Please Note:

No-one is to re-enter the building until the emergency has been officially declared as completely over.

Sanctions

Breaches of the Student Code of Conduct noted throughout this document and relevant policy and procedure forms provided at Induction may result in one or more of the following sanctions.

- An official warning which will be retained on file.
- A suspension for a period of time.
- Exclusion from classes.
- Withholding of results.
- Expulsion and re-enrolment refused.
- Referral of assaults and incidents that break the law to the police for further action.

Privacy Statement

INTEGRITY is a RTO, our provider number is 21739. We are registered with ASQA for delivering nationally recognised training within Victoria and have mutual recognition for delivery within other states of Australia. We are also registered under the Workplace Relations Act 1996.

Information about us can be obtained by logging onto our Website www.integritybusinesscollege.com or by visiting www.training.gov.au

We acknowledge and are committed to protecting your privacy. INTEGRITY are required by legislation to store, use and disclose personal, sensitive and health information collected about its staff and students in accordance with legislation and relevant Acts.

INTEGRITY have developed a Privacy Statement which appears within your enrolment form and website, for full Operating Policies and Principles detailing how personal, sensitive and health related information is handled to ensure privacy is maintained consistent with legislative requirements.

Some of the information you have provided to us in your Enrolment Form are personal and or sensitive details as defined by the *following Acts and legislation*

- Freedom of Information Act (Vic, 1982) (SA, 1991)
- Health Records Act (2001)
- Information Privacy Act (2000)
- Public Records Act (Vic, 1973) or State records Act (SA, 1997)
- Commonwealth Privacy Act 1988 and associated legislation

The information provided will not be disclosed to any third party unless you approve us to do so by indicate the same on the enrolment form.

Exceptions to this rule are where INTEGRITY use trainers in the provision of delivering your training, the employer, or when you are undertaking the “on the job” component of your traineeship and Skills Victoria, DFEEST (“third parties”). Such disclosure to government is required of INTEGRITY as a registered training provider under the terms of the Performance Agreement we have entered into with Skills Victoria and DFEEST.

All participants of accredited training programs are now being asked to participate in the National Student Outcomes Survey, managed by the National Centre for Vocational Education and Research (NCVER), INTEGRITY are required to advise students of the possibility of receiving an NCVER survey and/or an invitation to participate in a Department endorsed project and/or being contacted by the Department (or persons authorised by the Department) for audit or review purposes.

You are able to access the information provided in this form by contacting our Operations Manager. You will be provided with a Privacy Statement to sign at induction.

Occupational Health and Safety

Duty of Care

INTEGRITY staff, trainers and assessors have a moral obligation not only to take care of themselves, but be responsible for the safety of others as well. Therefore, staff, trainers and assessors have a duty to anticipate possible causes of injury or illness and do everything reasonably practical to remove or minimise possible causes of harm.

To ensure duty of care is maintained, INTEGRITY must provide:

- A safe working environment

- A safe training and assessment environment
- Safe work systems
- Safe plant and equipment

Reference for students is the Occupational Health & Safety Act 2004

Social Media Policy -students

What does the term Social Media mean?

Social Media covers a range of websites and applications which are designed to allow information to be created, shared, discussed and disseminated. Social media include the sites, tools, channels and platforms used to publish user-generated content and promote social connections and conversations. that enable users to create and share content or to participate in social networking.

These can include, but are not limited to:

- Social Networking Sites (Facebook, Myspace, LinkedIn, Yammer and Bebo)
- Video and Photo Sharing (YouTube, Flickr, Pinterest)
- Corporate and Personal Blogs (WordPress, Blogger, LiveJournal)
- Micro blogging (Twitter, Tumblr)
- Forums, discussion boards and groups (Google Groups, Whirlpool)
- Online Multiplayer Gaming Platforms (World of Warcraft, Second Life)

Definitions

Social media refers to online services, mobile applications and virtual communities that provide a way for people to connect and share user-generated content and to participate in conversation and learning. Social media is also known as 'web 2.0', 'participative media' or 'new media'.

A social network connects online identities who share digital media, interests, activities, backgrounds or real-life connections.

Digital media refers to text, graphic, audio, video and other content that is captured, uploaded and communicated online and through mobile devices.

A mobile application is a software program used on mobile devices such as smartphones and tablet computers.

A 'friend' is an 'online profile' (personal, organisational or conceptual) that is added to your social media network. A 'friend' may be able to view more of your online profile and content depending on your privacy settings.

A 'like' increases your participation in a social media service but does not necessarily require a 'friend' connection

Personal, academic and professional use of social media by Integrity Business College staff, students and affiliates must not:

- a. Bring IBC into disrepute;
- b. Compromise the effectiveness of the University;
- c. Defame individuals or organisations;
- d. Imply IBC endorsement of personal views; or
- e. Disclose, without authorisation, confidential information
- f. This policy applies to all social media.

Social media provides an opportunity to

- listen to, engage with, inform and learn from various audiences
- develop professional online identities and networks for learning and collaboration
- promote engaged learning and facilitate communication.

When using social media in the context of education or research training, and when making identifiable personal use of social media, students must not:

- make any comment or post material that is, or might be construed to be, racial or sexual harassment, offensive, obscene (including pornography), defamatory, discriminatory towards any person, or inciting hate;
- make any comment or post material that creates, or might be construed to create, a risk to the health or safety of a student, contractor, staff member or other person, including material that amounts to bullying, psychological or emotional violence, coercion, harassment, sexual harassment, aggressive or abusive comments or behaviour, and/or unreasonable demands or undue pressure;
- make any comment or post material that infringes copyright, is fraudulent, breaches intellectual property rights, constitutes a contempt of court, constitutes stalking, breaches a court order, or is otherwise unlawful;
- imply that they are authorised to speak as a representative of Integrity Business College, or give the impression that the views they express are those of IBC (unless they are officially authorised by the Managing Director in writing);
- use the identity or likeness of another student, contractor, staff member or other stakeholder of the Integrity Business College
- use or disclose any confidential information obtained as a student of IBC
- sell, purchase or offer to write assignments or other assessable work, or to request help with such work. Furthermore, students are required to take steps to minimise opportunities for others to cheat by, for example, not saving work to a shared network drive that is accessible by others and not sharing work on social media sites;
- make any comment or post material that might otherwise cause damage to the IBC's reputation or bring it into disrepute; and
- use the IBC crest or logo without permission, or use IBC's name in a manner that is likely to be misleading or bring IBC into disrepute.