

CONDITIONS OF STUDY



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Welcome

Welcome to IPS Institute. IPS institute is a Nationally Recognised Training Organisation (RTO) that offers nationally accredited training. IPS Institute is committed to the highest standard of training and assessment.

Structure of Courses Offered

All programs offered consist of a series of core units (units that must be completed) and /or elective units (units that may be selected from a pre-determined list in order to make up the qualification).

Depending on your requirements you may elect to enrol in a full qualification an individual unit of competence or a skill set.

Enrolling in a Course

Once you have selected your professional development pathway, it's as easy as calling (07) 3841 8011 to enrol. Our friendly staff are waiting for your call and can help you with any queries you may have regarding your program, qualifications availability and cost. For program, individual units of competence, full qualification, RPL or assessment, enrolment is required.

Course Registration and Fees

- Depending on the course you wish to attend the course costs will vary from individual units of competence to a full qualification
- For detailed course fees and a quotation, please contact IPS Institute
- All course fees are either payable at least one week in advance, for corporate group bookings, contact IPS Institute
- Bookings are not confirmed until payments or authorised purchase orders are received
- All bookings received are firm bookings (tentative bookings are not accepted)
- Your enrolment will be acknowledged and all enrolments confirmed in writing
- All cheques should be made payable to IPS Institute

Cancellation and Refund Policy

Once the invoice has been paid no refund is applicable. However, the dates may be re-scheduled (see above) or participants exchanged prior to the commencement of delivery only.

Course Changes

Course dates, times, course content and fees are occasionally subject to change. Should the need for such changes occur, we make every effort to inform course participants prior to the commencement of training.

Where nationally recognised programs are changed in line with changes to competency standards, a transition phase is provided to allow existing participants to complete their qualifications. Qualified staff are available to discuss your options at a time suitable for you.

Course Materials

Course materials are available and each participant will receive a set of course materials, including workbooks and reference materials.

Training delivery

The way you receive training will depend on the qualification, your learning style and the employers business needs. All modes of training delivery require the student to be available from routine work for the purposes of undertaking structured training and assessment.

- Classroom delivery – In classroom delivery, the student is removed from routine work duties to undertake training in a classroom environment.
- Flexible delivery – In flexible delivery, the student is removed from routine work duties to undertake training using distance, correspondence, online or Internet training tools combined with instruction delivered using face-to-face, video link or teleconferencing methods.

- *Work-based delivery* – This mode of training sees the student develop the required knowledge and skills in the workplace. Training is delivered by you, the supervisor, with guidance and support provided by the supervising registered training organisation.
- *On-line delivery* – Students enrol on-line through the IPS Institute website. This means that training can occur anytime, anywhere. It is also useful if a student misses a face-to-face session, you can always catch up through on-line delivery.

At this stage there may be a need to identify if the student requires any special training such as LLN support.

Entry Requirements

IPS Institute provides a range of training programs with varying entry requirements. Some have specific entry requirements that include competency pre-requisites.

Accidents and First Aid

Should an accident occur, it is to be reported immediately to your Trainer/Assessor and the details will be recorded on an Accident Report Form and signed by both the Trainer/Assessor and the Participant.

Complaints and Appeals

When a person wishes to lodge a formal complaint because of:

- a decision which affects them (e.g. an assessment decision);
- unacceptable behaviour (e.g. harassment, discrimination, victimisation)
- training and/or assessment services provided

A complaints and Appeals Statement should be completed and forwarded to the Manager, Learning and Development IPS Institute. All complaints are addressed and feedback provided to the participant in writing on the outcomes or actions of the complaint.

Assessment

In accordance with the Australian Quality Training Framework, IPS Institute assessment processes will be valid, reliable, flexible and fair. Judgements to determine competence will be made by examining evidence gathered from a range of sources, using a variety of assessment methods. Clear information about the assessment process and evidence requirements will be provided and Participants will be encouraged to participate in collecting evidence of their own competence.

Qualified Facilitators /Trainers/Assessors

A qualified Facilitator/Trainer/Assessor is a person who is recognised by IPS Institute as meeting the national standards for assessment and delivery (Australian Quality Training Framework Standard 1). A Facilitator/Trainer/Assessor is able to conduct assessment only in areas which they have relevant vocational competencies. They must also be competent in the training and assessment competencies to the national standards required.

The assessment process your Facilitator/Trainer/Assessor uses must conform to the following principles:

Validity

Valid assessment actually assesses the competency it is meant to assess. A valid assessment of a particular unit will assess competencies that are part of that unit.

- Evidence is collected from activities and tasks that clearly relate to the Unit of Competency.
- Evidence demonstrates that the performance criteria have been met.
- Evidence is sufficient.

Reliability

Reliable assessment produces the same judgment about a person's competency when the assessment is completed by another assessor or by the same assessor on another occasion:

- Assessment practices should be monitored and reviewed to ensure that there is consistency in the interpretation of the evidence.
- Assessors must be competent in the National Workplace Assessor Competency Standards.

Fairness

Assessment is fair if it does not disadvantage any applicant in relation to another:

- Assessment practices and methods must be equitable to all groups of applicants.
- Assessment processes and criteria for determining performance must be made clear to all applicants seeking assessment.
- Applicants must be provided with opportunity to challenge the assessment.

Flexibility

Flexible assessment remains valid, reliable and fair while dealing with:

- The way the competency was developed or acquired through a formal training course or through on-the-job experience.
- Any disability that the applicant might have, e.g. deafness or reading difficulties
- The equipment used to demonstrate competence, e.g. the familiarity of the equipment to the Participant
- Different periods over which the assessment might be done; e.g. the need to apply the entire assessment at one time or parts of the assessment as a person learns. This would most likely result in the Participant being assessed in individual learning outcomes or the elements that make up the competency.

RPL

Definition:

- Recognition of Prior Learning is an evidentiary process that matches the outcomes participants have achieved through unrecognised learning and/or life/work experience against the outcomes of the specific competencies
- Assessment is the process of collecting evidence and making judgements on a participant's achievement of the performance requirements set out in a competency standard
- Recognised learning provides achievement of nationally endorsed competency standards or accredited courses evidenced by a qualification or Statement of Attainment
- Unrecognised learning includes programs that do not lead to achieving nationally endorsed competency standards or accredited course outcomes (e.g. Statement of Attendance, workplace mentor program etc.)

Benefits of RPL:

RPL creates flexibility in a system that previously discounted or ignored some forms of qualifications and informally gained skills. Benefits stemming from the use of RPL for employees and employers:

- Reduces unnecessary time spent in re-learning competencies already held. Thus prevents costly retraining
- Enables credit towards qualifications
- Creates opportunity to access education, training and employment opportunities for the individual
- Provides an indication of any gaps in skills and knowledge of employees

The Assessment Process:

- The Facilitator/Trainer/Assessor is responsible for determining the extent of RPL and applying the process
- Participants should apply directly to a IPS Institute Facilitator/Trainer/Assessor for RPL, and discuss with the Facilitator/Trainer/Assessor the best or most appropriate means of demonstrating competence

For RPL/RCC enquiries, please contact IPS Institute (07 3841 8011)

National Recognition

Competencies achieved and detailed in Statements of Attainments or qualifications issued by other Registered Training Organisations will be recognised by IPS Institute where the competency code and name are the same.

Language, Literacy and Numeracy

Some participants may be required to complete a short language, literacy and numeracy questionnaire prior to enrolment. The questionnaire is designed to identify students who may find it difficult to achieve the outcomes of the course in the scheduled timeframe. Where a participant has been identified with potential support needs, the Trainer/Assessor will discuss how best we can provide support to ensure success. This may simply be asking verbal questions rather than using a written test.

Support Services Information

Support services, welfare and guidance information for all students is available; please see the Support Services Reference Guide.

Confidentiality Policy

Participants can be assured that personal information provided to IPS Institute will be given maximum protection and made available only to authorised users such as employers where a contract (e.g. Training Contract) exists, or to government agencies to meet government reporting requirements, for research, audit, moderation and evaluation purposes. Participants may access their own records upon request. To do this please contact IPS office.










Copyright

The law requires copyright loyalty payments for the reproduction of a considerable amount of publishable material, notably books.

For study and research purposes, participants are allowed to copy 10% or one chapter of a book or one article per issue of a journal. More extensive reproduction may be possible and permission must be sought.

Discipline/Participant Conduct

Participants are expected to behave in a manner which is courteous, safe and not disruptive within training and assessment activities conducted by IPS Institute. The following are examples of unacceptable behaviour or actions:

-  Any misuse, legal or illegal, of property of IPS Institute;
-  Any unsafe or illegal practice;
-  The possession of alcohol or prohibited drugs;
-  Dishonesty in training and assessment activities;
-  Damage of equipment;
-  Obstructive behaviour;
-  Disorderly, disruptive or harassing behaviour;
-  Non-payment of fee requirements
-  Discrimination towards any other person

Gross misconduct may result in suspensions or expulsion from IPS Institute training and assessment programs.

Flexible Delivery

Flexible delivery means that a range of learning strategies are available in a variety of learning environments and/or scheduling. Training is adjusted to suit individual learning styles, interests and training needs, with the aim of enhancing accessibility to education/training.

Access and Equity

The Management and staff of IPS Institute are responsible for ensuring access and equity for all participants. This ensures all participants are treated equally and fairly and have equal access to participation in training. Selection of participants into courses is based on participants meeting course pre-requisites and entry requirements, course fee payment and on a first-in first-served basis.

Legislation

The Legislation which may be applicable to persons employed by, attending training at, or visiting IPS Institute is listed below:

The Privacy Act 1998

Privacy Act 1988 and regulates the way in which IPS Institute collects, uses, keep secure and discloses personal information. All personal information or data collected must be used only for the purpose of which it was supplied and cannot be disclosed unless:

- The information is necessary to conduct a transaction between you and that person or organisation and that transaction has been requested by you; or
- We are required by law to do so; or
- There are reasonable grounds to believe that disclosure is necessary to prevent a threat to life or health; or
- You have given us consent to do so.

Vocational Education, Training and Employment Act 2000

The Vocational Education, Training and Employment Act 2000 was introduced by the Queensland Government to provide a legislative foundation for flexible high quality training to support Queensland's workforce, both now and in the future. The legislation has introduced better regulation of the apprenticeship and traineeship system and a more effective structure for providing advice on vocational education, training and employment matters to the government.

The functions of Registered Training Organisations are guided by the Vocational Education and Training and Employment Act 2000. The legislation regulates the apprenticeship and traineeship system and ensures effective and efficient provision of high quality vocational education and training to meet the immediate and future needs of industry and the community.

IPS Institute ensures that all of its obligations under the act are met through the application of its quality system. All staff are required to become familiar with the quality system and adhere to the policies and procedures at all times.

Workplace Health and Safety Act 1995

The Workplace Health & Safety Act 1995 applies to all staff and Participants of IPS Institute. All employees, including have the primary responsibility to ensure that they work safely, without risk of injury to themselves, fellow workers/Participants and others in the workplace or public. Participants must also ensure that they do not put themselves or fellow Participants at risk and must always follow the directions of the Trainer/Assessor.

Anti-Discrimination Act 1991

The anti-discrimination Act 1991 applies to all staff and participants of IPS Institute. IPS Institute aims to provide an environment free from discrimination and harassment for both Participants and staff. Discrimination and harassment come in many forms and may relate to gender, age race, religion, sexual preference or disability. Contact the Manager who can provide confidential support and information about options to deal with such situations.

Disability Discrimination Act (1992)

A person must not discriminate against another person with a disability by treating or proposing to treat the disabled person less favourably than the discriminator treats or would treat a person without the disability in circumstances that are the same or are not materially different.

Workplace Relations Act 1996

The workplace relations act 1996 provides a framework for cooperative workplace relations which promotes the economic prosperity and welfare of the people of Australia.

Industrial Relations Act (Qld) 1999

The principal object of this Act is to provide a framework for industrial relations that supports economic prosperity and social justice.

Workers Compensation and Rehabilitation Act 2003

This act ensures the establishment of a workers compensation scheme for Qld. Under the act workers have a responsibility to participate in rehabilitation as soon as practicable and as long as compensation is being paid out. Employers have a responsibility to provide rehabilitation to workers and maintain the workers employment for at least 12 months from when the injury occurred.

Environmental Protection Act 1994

The object of this Act is to protect Queensland's environment while allowing for development that improves the total quality of life, both now and in the future, in a way that maintains the ecological processes on which life depends ("ecologically sustainable development").

Public Service Act 1966

This act is about the administration of the public service and the management and employment of public service employees, and for other purposes.

Public Sector Ethics Act 1994

An Act about public sector ethics and conduct, and to provide for integrity. This act outlines the ethical obligations of employees within the public sector.

Freedom of Information Act and Regulation (Qld) 2001

An Act to require information concerning documents held by government to be made available to members of the community, to enable members of the community to obtain access to documents held by government and to enable members of the community to ensure that documents held by the government concerning their personal affairs are accurate, complete, up-to-date and not misleading, and for related purposes

The legislation listed above may be accessed in the following locations:

<http://www.legislation.qld.gov.au/OQPChome.htm>

<http://www.comlaw.gov.au>

General Information

IPS Institute's main office is located in

18B 107 Miles Platting Road
Eight Mile Plains, Qld 4113

Postal Address:

PO Box 3232
Sunnybank South QLD 4109

Phone: 07 3841 8011

Fax: 07 3841 8066

Email: info@ipspeople.com

Web: www.ipspeople.com

Business Hours:

IPS Institute's main office is open from
8:30am to 5:00 pm, Monday to Friday.

Support reference guide

Language Literacy and Numeracy

Should a participant or potential participant be identified with language, literacy or numeracy support requirements which are considered to be sufficient that the participant is unlikely to achieve the competency standards, and customised delivery or assessment strategies will not address the issue, participants are to be referred to a Registered Training Organisation (public or private) for support. Assistance to the participant, and liaison with the Registered Training Organisation will be provided, where applicable, to identify the specific support requirements.

Learning Support

Should a participant or potential participant be identified with learning support requirements which are considered to be sufficient that the participant is unlikely to achieve the competency standards, and customised delivery or assessment strategies will not address the issue, participants are to be referred to a Registered Training Organisation (public or private) to address the issue. Assistance to the Participant, and liaison with the Registered Training Organisation will be provided, where applicable, to identify the specific support requirements.

Disability Support

Should a participant or potential participant identify themselves with a disability, trainers will liaise with the participant and relevant disability support agencies/workers to address the delivery and assessment requirements of the participant through customization of the program. If however, Providers are unable to accommodate the needs of the participant, IPS Institute will endeavor to identify another Registered Training Organisation delivering the same competencies who are able to accommodate the needs of the participant.

Social Support

Where social or personal circumstances may affect a participant's learning experience, McLeod Training Organisation will support the participant where possible, including referral to the following organisations:

| | |
|--------------------------------------|--------------|
| Centrelink | 131 021 |
| Crisis Care | 07 3235 9999 |
| Emotions Anonymous | 0500 567 766 |
| Mental Health Association | 07 3271 5544 |
| Wesley Mission | 1800 021 821 |
| Women's Domestic and Family Violence | 1800 811 811 |
| St Vincent De Paul | 07 4032 3201 |
| Life Line | 07 4053 5044 |
| Kids Helpline | 1800 551 800 |
| Alcoholics Anonymous | 07 4051 2872 |

Participant's Acknowledgement

I have read the Conditions of Study and agree to use and abide by all of them during my learning and assessment processes.

I will also seek clarification on any points/words, which are unclear to me.

| Print Name below | Signature | Date |
|------------------|-----------|------|
| | | |

Please hand this page only to the facilitator or post to IPS Institute (PO Box 3232 Sunnybank Sth Qld 4109).