Inter Care
TRAINING

2024 Student Handbook

Incorporating ASQA, VIC, NSW, SA and QLD Funding Contract Requirements

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1.   Welcome

Welcome to InterCare Training and Congratulations on taking this important step in the development of your vocational skills and knowledge.

With extensive experience in both training and job placement, InterCare Training provides integrated services to our clients by maximising the opportunities that both industries have to offer. Our Registered Training Organisation (Integrated Training Solutions (Aust) Pty Ltd) was established in 2001 and in our years of operation we have developed a team of industry experts, supported by proven training delivery, tools and strategies.

Registered to deliver many Government funded programs nationally, we actively investigate new Government initiatives designed to benefit individuals, employers and their staff.

At InterCare Training, we are committed to building strong partnerships by providing premium and professional services to our clients. Through education and job placement, our aim is to benefit not only individuals in their personal development, but also businesses to prosper and maintain their competitive edge.

The team at InterCare Training will provide you with advice, support, and assistance throughout the program. If you have any questions or concerns regarding any aspect of the course, please contact our helpful Training Team at training@intercaretraining.com.au or 1300 10 CARE (2273).

We look forward to working with you and wish you every success.

Julian Taylor

Chief Executive Officer

2. Purpose of this Student Handbook

This handbook contains important information about Student expectations, how we operate, what your responsibilities and rights are a Student and how training, assessment and work placement is conducted.

You should read through the entire handbook and familiarise yourself with all topics. Please ask questions about anything that is still unclear once you have worked your way through this book.

3. About Us

InterCare Training (Integrated Training Solutions (Aust) Pty Ltd) is a Registered Training Organisation (RTO ID 21099) who has been providing VET (Vocational Education and Training) courses, and workplace-based training solutions to the Australian market since 2001 and today have an accredited scope that allows operations across most states of Australia.

InterCare has several training locations across many of the Eastern states and delivers training across Victoria, Queensland, New South Wales, and South Australia. We provide a wide range of solutions to the Australian marketplace that include, Government and fee for service workplace training, pre-vocational training, career advisory services and recruitment services, providing both employers and individuals with a truly integrated and end to end service offering. In doing so, InterCare fulfils the integral role of becoming the conduit to connectivity between industry, employers, and a skilled workforce.

InterCare's delivery expertise is broad, however our key focus is to work in partnership with those industries that are closely aligned with our core delivery framework focussing mainly on Community Services and include the following qualifications:

- CHC33021 Certificate III in Individual Support (Ageing and Disability)
- CHC43015 Certificate IV in Ageing Support
- CHC43121 Certificate IV in Disability Support
- CHC43415 Certificate IV in Leisure and Health

4.   What is Vocational Education and Training (VET)?

Vocational Education and Training (VET) provides specific industry learning, workplace skills, technical knowledge, and qualifications for rewarding jobs and careers. VET covers a variety of careers and industries – in Australia this is governed by the application of "Competency Based Training and Assessment".

4.1 Competency Based Training and Assessment

When completing a VET course with InterCare Training, you will be assessed using Competency Based Training and Assessment. Competency Based Training is training that is designed to allow a learner to demonstrate their ability to do something, this means that the emphasis will be on:

- What you need to know for a particular job (knowledge)
- What you need to do in a particular job (skills)
- What standard of performance is expected in the industry
- Being observed when practising skills – under simulation and when on work placement
- The Student demonstrating their abilities, skills and knowledge to the required industry standard while being assessed by an InterCare Assessor.

During your course, you will be required to:

- **Attend classes** as scheduled (including both theory and practical simulation classes – lab days)
- **Complete various assessments**, linked to each unit of competency, your work and performance will be deemed either Satisfactory or Not Satisfactory.
- **Achieve a Satisfactory outcome** in each of the assessments linked to a unit. If you receive a Not Yet Satisfactory outcome, you will be provided with another opportunity for assessment.
- **Be deemed Competent in the unit** – once you have achieved a Satisfactory outcome against all the assessments (theory and practice) linked to a unit, you will be deemed Competent or Not Yet Competent in that unit.
- **Achieve Overall Competency in the course:** To be found Competent in the course, you need to have a Competent outcome for all the units linked to the course you are studying.

4.2 Accredited Training – Qualifications and Units of Competency

In Australia, the National Register for information relating to Registered Training Organisations (RTO's), Training Packages, Qualifications, Courses, and Units of Competency, is available and can be accessed via the following website: www.training.gov.au

Accredited training means that our training programs:

- have been aligned to accredited **units** of competency from a nationally endorsed **Training** Package

- involve a formal assessment of skills and knowledge to determine **competency**

- entitle the Student to receive an endorsed **Certificate** or **Statement of Attainment** with the nationally recognised training logo and stating the units of competency achieved.

Accredited qualifications can only be issued by a **Registered Training Organisation (RTO)** or TAFE.

InterCare Training is registered with the **Australian Skills Quality Authority (ASQA)** which is governed by the **Standards for Registered Training Organisations (RTOs) 2015** and must continue to meet high standards of training and assessment to maintain our registration. Details of our registration can be found on the National Register at: https://training.gov.au/Organisation/Details/21099

4.3 Training, Assessment and Statements of Attainment (Certificates)

InterCare Training is committed to quality training and assessment as an ASQA (Australian Skills Qualification Authority) Registered Training Provider (RTO).

All training and assessment activities are undertaken in accordance with the Standards for Registered Training Organisations 2015 (RTO Standards).

InterCare issues all AQF (Australian Qualifications Framework) Statements of Attainment (Certificates) in accordance with the RTO Standards and the AQF Certification rules.

The full AQF certification documentation that the Student is entitled to is issued within 30 calendar days of a Student being assessed as competent in the training program they are enrolled in (providing all fees have been paid).

4.4 Credit Transfer (CT)

Credit transfer is a process that provides you with credit for previous VET study units of competency, that is identical or equivalent to the unit(s) of competency in the course you wish to enrol into.

At InterCare Training, you will be asked about wanting to apply for CT during the Enrolment process (in the Enrolment form and during the Pre-Training Review).

To have a CT applied, you need to complete the *Application for Credit Transfer Form* and submit this to InterCare Training, together with:

- a USI Transcript OR
- a certified copy of your Statement of attainment, proving that you have previously successfully completed the identical (or equivalent) unit.

You will be notified if any additional information is needed, and of the outcome of your application by email.

Where a CT application have been successful, you will not need to attend the class or complete any assessments associated with that unit. However if the unit you are applying CT for is clustered with two or more units, you will be required to attend the classes and be assessed against the various associated assessments.

> **PLEASE NOTE:**
>
> **You must apply for Credit Transfer at the time of enrolment, prior to commencing your course. Credit Transfer (CT) applications will not be accepted once your course has commenced**

4.5 Recognition of Prior Learning (RPL)

Recognition of prior learning (RPL) is a process that assesses your competency—acquired through formal and informal learning—to determine if you meet the requirements for a unit of study.

Recognition of Prior Learning (RPL) acknowledges the full range of an individual's skills and knowledge, irrespective of how it has been acquired, whether through formal or informal training or through work and life experience. Each Student is offered the opportunity to submit a request and be assessed for RPL. Evidence of these skills must be current and must match the stated units of competency. RPL is assessed by the completion of one or a combination of the following:

- Review of Evidence including relevant qualifications
- Interview
- Confirmation of Testimonials
- Validated Workplace Logbooks
- Written/Oral reviews

The *Request for RPL Form* is accessible at the time of completing the Pre-Training Review, during the Enrolment process. If you apply for RPL, the InterCare Training team will be in touch with you for a discussion around RPL before the RPL process may commence.

More details around the RPL process will be discussed with you (the potential RPL candidate) once it has been confirmed that RPL is the most appropriate method of assessment for you.

PLEASE NOTE:

You must apply or RPL at the time of your enrolment, prior to commencing your course. RPL applications will not be accepted once your course has commenced.

4.6 Access and Equity

InterCare is committed to provide educational and support services to all eligible Students, and this may include, but is not limited to:

a) pre-enrolment information;

b) study support and study skills sessions;

c) language, literacy and numeracy (LLN) program referrals;

d) equipment, resources and/or programs to increase access for Students with disabilities and other Students in accordance with access and equity principles;

e) online learning resources;

f) mediation services or referrals to these services;

g) flexible scheduling and delivery of training and assessment;

h) counselling services or referrals to these services;

i) information and communications technology support relating to our Learning Management System;

j) learning materials in alternative formats, for example, in large print if required;

k) learning and assessment programs contextualised to the workplace; and

l) any other services that the RTO considers necessary to support Students to achieve competency.

People with a disability are encouraged to apply for courses that are relevant to their employment goals. InterCare upholds access and equity principles and Students have access to all programs irrespective of their gender, culture, race, linguistic background, socio-economic circumstances, or physical abilities.

4.7 Course Information

Course information is available through our call centre: 1300 10 CARE (2273) and on our website: www.intercaretraining.edu.au . One of our friendly staff will discuss all your needs, answer your questions and share the relevant course information with you by phone and email.

This includes course information, how our courses are structured, delivery and assessment, workplace requirements, and of course Government funding eligibility.

We will send you a course information pack (Info pack) via email after discussing the course and your needs with you. This pack will provide you with specific details relating to the course you are most interested in and is best suited to your needs. The Info Pack Outline provides specific information about your specific course including entry requirements, units of competency, delivery, and assessment methods.

4.8 Computer Skills and Computer Access

At InterCare we support Students to develop a range of skills and knowledge required in the workplace.

Our courses require the **use of technology** as we provide learning materials via our Learning Management System (LMS), called **Cloud Assess**, where Students can work their way through the interactive resources, and submit their assessments electronically. We also encourage Students to log in to the virtual classroom sessions (Zoom) if they are unable to attend a theory session in person.

<u>Students undertaking an InterCare Training course will need the following:</u>

- Have their own or be able to easily access a personal computer or laptop (***a mobile phone <u>is not recommended</u>***).
- Access to reliable internet
- Access to Microsoft Word
- Be able to scan and submit documents to our LMS
- Be able to access and navigate YouTube, Google, and Zoom

Information Technology skills will be addressed as part of our Pre-Training Review.

Cloud Assess:

Our online Learning Management System is called Cloud Assess. At enrolment you will receive a log in to this platform. You are required to attend an online induction session via Zoom where this platform will be explained to you, and you will have an opportunity to ask questions.

On Cloud Assess you will have access to your learning materials – this have been carefully designed and customised to be interactive, and you are able to work your way through each unit, learning as you go.

You will also have access to your assessments where you will be able to work on your assessments, save, and submit them on completion. Your trainer-assessor will assess your work here and provide you with feedback.

It is necessary for you to complete all your theoretical (and simulated) assessments prior to going on placement. Complete your assessments and submit them as per your trainer's instructions – try not to delay this process, so you may complete your course in a timeous manner.

Zoom:

Zoom is a video conferencing software program which is used for online class attendance and learning at InterCare Training. Many trainers will also use Zoom to host information sessions and consultations for Students.

At InterCare we use the Zoom platform for online class attendance and support sessions.

You will be provided with the links to attend your classes at time of enrolment. It is expected that you will attend your classes in person (at one of our InterCare Training Centres) or via Zoom.

Please ensure that your <u>Zoom username</u> reflects your real <u>Name and Surname</u>, as the log in will be recorded as attendance evidence. For example username: "John Smith" and <u>not</u> username: "007".

PLEASE NOTE:

- **Class attendance is required, it is <u>not</u> optional.**
- **All Simulation Lab classes <u>must be attended in person</u>.**

Tips for using Zoom for online class attendance and learning:

- Sign in and join early – use your own name i.e. Joe Soap
- Be actively present – keep your camera on and participate.
- Be mindful – Stay muted unless you are speaking to the class or your trainer or are participating in small discussion groups. Check your background for lighting, and 'see what others may see'
- Communicate with your classmates and trainer – be interactive so you may get the most out of your learning.
- Participate in every activity – the more effort you put in, the more you will learn.

VETtrak Student Portal:

The Student Portal provides Students with access to details regarding their training - when logging in to the Student Portal, you will see a dashboard with information. The following can be viewed, accessed or done on this portal:

- Your current enrolment details
- Upcoming Classes / Training Schedule
- Training progress – see recent unit completions
- Upload files / documents against specific units or tasks i.e. placement documentation.
- See a log of recent messages sent to or received from you
- See a log of awarded qualifications
- Log your Attendance (ONLY at time of attending class) – your trainer will guide you through this process

You will be provided with log in details to the Student Portal at time of enrolment. You can log in to this portal through our website: https://intercaretraining.edu.au/student-resources/ and then look for the "Student Logins" Section on the right.

Student Logins

- Cloud Assess Login ↗
- Student Portal Login ↗
- Manage Your Details ↗
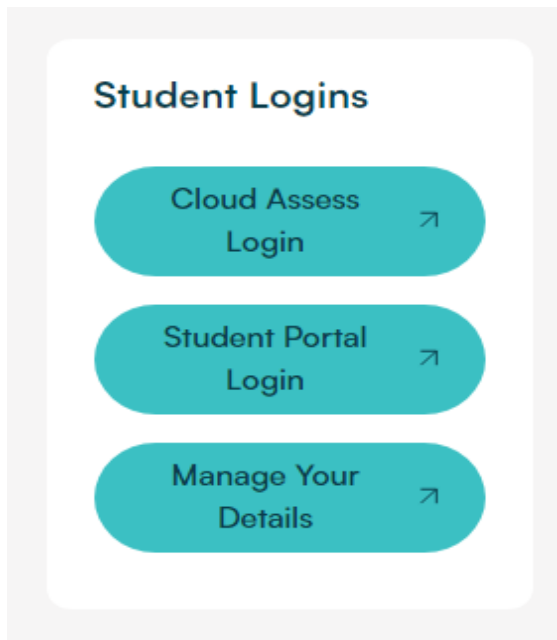
PLEASE NOTE:

We suggest that you keep your log in details and password the same for all your InterCare Logins, to avoid unnecessary lock outs.

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5.   Pre-Enrolment

Prior to enrolment, a Pre-Training Review / Upfront Assessment of Needs will be completed:

5.1 Pre-Training Review (PTR) and Language Literacy and Numeracy (LLN) Assessment

A Pre-Training Review is a process undertaken to determine the most suitable and appropriate course and training for an individual. During the PTR, the Student's background information is collected through a range of questions to ascertain (among other things):

- Most suitable course
- Contact details
- Education
- Employment
- Study reason
- Concession status
- USI details
- Citizenship / PR / Visa status

The Language Literacy and Numeracy (LLN) Assessment - The aim of an LLN assessment is to confirm the language, literacy and numeracy skills of learners. This assessment (quiz) also helps us to identify the learning needs of a Student before they start training. We use the LLN Robot to conduct this assessment.

You will be sent a link to access the LLN Robot quiz. Please ensure you take your time when you complete this assessment. Sit in a quiet space, ensure you have your sound on, and answer each questions carefully. It takes approximately one hour to complete. If you rush through this quiz, you may be asked to repeat the quiz.

5.2 Upfront Assessment of Needs (UAN): Student Suitability and Support Needs Assessment (including the Core Skills Profile for Adults – CSPA).

Completing an Upfront Assessment of Need (UAN) - including the Core Skills Profile for Adults (CSPA) test – is a requirement for all who receive subsidised training through Skilling South Australia project funding.

The UAN process includes 3 distinct assessments – Suitability and Support Needs and lastly, through the CSPA, Reading, numeracy and writing capabilities.

The CSPA is an online assessment tool for reading, numeracy and writing capabilities. The outcome of this assessment is then compared to the SA Government's pre-determined entry level outcomes (ELOs) for the course you wish to enrol into (ELO levels were determined based on industry requirements). These exit level outcomes must be met for entry into a subsidised qualification.

If a prospective Student does not meet the ELOs, they will be provided with an opportunity to complete identified Foundation Skills bridging course(s) or be referred to an English Language program. Depending on your CSPA results, our friendly staff will provide you with more information specific to your results.

If required, and you choose to accept the offer to complete Foundation Skills bridging units, you will need to complete the necessary SA Skills documents associated with Foundation Skills – our friendly staff will help you through this requirement.

6.   Enrolment

6.1 Enrolment form

You will be provided with a link to an online enrolment form. You are required to complete this form in full. This form helps is to collect all the required information needed to record your accredited training.

- The enrolment form also includes all the relevant State funding contract requirements that you need to be made aware of prior to commencement of a funded course.
- If you are a Fee For Service (FFS) Student, you will be provided with all relevant information for your enrolment.

The Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) for VET providers is the data standard for the National VET Provider Collection, which collects training information from Government funded and privately-operated training providers.

6.2 Evidence of Eligibility

You are required to provide certain documents and/or information to prove your eligibility for state funding. You can upload this through the enrolment form prior to submission of your application

6.3 Completed PTR and LLN / UAN and CSPA

In addition to the enrolment form, your completed PTR and LLN / UAN and CSPA will be taken into consideration to complete the enrolment process.

6.4 Work placement Requirements

During the initial discussions with you, we will discuss the Workplacement requirements of your specific course. Below is a summary of the requirements:

Workplacement hours

For all courses relating to work placement you will be required to undertake a minimum of 120hours voluntary work in a workplace that directly relates to the course you are studying. Work placement is compulsory and you cannot complete your course without it. In some instances your placement will be scheduled into your course and you will be expected to be available to complete placement during this period allocated.

We have a dedicated work placement team to support you in finding work placement, once you have submitted all of your documents, one of our friendly work placement team will contact you to discuss your placement, you don't need to contact us unless you have a specific question.

Please see our FAQ on you Cloud Assess Dashboard for further information

InterCare Disability & Aged Care courses include a Practical Placement component which must be completed in order to complete the qualification. To be eligible for work placement you must supply the following:

- ➢ Police check

- ➢ Working With Children's check

- ➢ NDIS screening check (if applicable)

- ➢ Vaccinations (Flu Vax & Covid Vaccination x 2 plus booster)

- ➢ Completed Covid introduction to NDIS modules

7.   Fees

7.1 Fees and Charges

All Fees and Charges can be found on our website, under Resources - against each course and per State. Our Course Fees Page includes information regarding co-contribution fees and are calculated as outlined in the relevant state funding contracts.

Please refer to your Course Information Pack or visit our website at www.intercaretraining.edu.au and check your state specific course fees relating to your course.

When are fees charged and collected?

Fees are only charged once all enrolment requirements have been met, the Enrolment form and the Pre-Training Review has been completed, and the LLN (UAN) requirements have been met. Students are contacted by phone at time of allocation (when you are allocated to the class that best suits your needs i.e. days of the week / night classes / Saturday classes). During this discussion, the fees are discussed again, and a payment method is agreed on. Students may pay in one of the following ways:

At time of commencement:

-   Over the phone at time of allocation
-   On our website

If the deposit or the full service-fee is to be paid via a debit order arrangement:

-   Through DebitSuccess – we will send you a link and help you set this up.

You can access the 2024 Fees here: https://intercaretraining.edu.au/student-resources/

7.2 Fee Protection

As per ASQA Standards for Registered Training Organisations (2015) – clause 7.3, InterCare Training has implemented learner fee protection measures by NOT accepting any prepaid fee in excess of $1500 per Student for future services. Fees will be collected over time, as you progress through your training.

7.3 Government Subsidised Training

InterCare Training delivers courses in VIC, QLD, SA and NSW with access to Commonwealth and State Government Funding. We discuss eligibility for a Government funded place with Students prior to enrolment to ensure a thorough understanding of how accessing Government funding may impact on the Students' eligibility for future training programs. Please do not hesitate to ask our friendly staff any questions you might have.

7.4 Refunds

Refunds will be applied in accordance with InterCare Training Refund Policy which states:

- A full refund of Student fees (less a $250 administration charge for full fee-paying Students only) will be paid if a Student cancels prior to the commencement of training

- Student fees are non-refundable after the commencement of training where the amount paid is less than $1,000 per Student.

- If a Traineeship is ceased for any reason within the first four (4) weeks from the scheduled commencement date of training, a full refund of tuition fees will be made minus an administration charge of $250.00 – only applicable to full fee paying Students.

- InterCare will not allow any Student to enter into debt as a result of their refund application

- InterCare Training may grant refunds in other circumstances of greater amounts if it sees fit.

- InterCare Training cannot accept responsibility for changes to work commitments or personal circumstances as grounds for refund once the course has commenced.

- Additional fees (as described in the course fees page on our website) are non-refundable.

- Refunds will be paid in the following circumstances:

  o A full refund of Student fees and all other fees will be paid if a course is cancelled by InterCare Training prior to a Student's commencement

  o A pro-rata refund of Student fees will be paid in the event of a mid-course cancellation. This will be calculated based on the proportion of training not provided or scheduled. (In these circumstances, refunds will not be paid for Students who have missed scheduled training sessions or where the cancellation date is after the final proposed assessment date.)

InterCare Training intends to be fair and reasonable in the application of refunds and may apply additional discretionary refunds in exceptional circumstances. To apply for a refund, Students should submit a request in writing to InterCare Training within 14 days of a Student's withdrawal.

The link to the *refunds application form*, can be found here: https://intercaretraining.edu.au/student-resources/

8.   Deferrals and Withdrawals

8.1 Course Deferral

When a Student requests to postpone (take a break in) their studies due to unforeseen or special circumstances, they must complete a **Course Deferral Form**. InterCare will consider applications for deferment of a course for up to 6 months (or sooner if the qualification has been superseded). Prior to completing the Course Deferral Form, please discuss your circumstances with your trainer and refer to the **Deferral and Withdrawal Policy and Procedure**.

Note: A longer deferral (up to a maximum of 12 months) must be approved by the National Training Manager. A Student cannot defer for more than 12 months.

8.2 Course Withdrawal

Course withdrawal can occur in one of two ways:

Withdrawal by the Student - Should a Student wish to withdraw from a course, they should discuss this with their trainer.

- If the reason for withdrawal is difficulty with the program, the trainer or Student Support Officer may be able to provide additional assistance which will allow the Student to complete the studies.
- If the Student feels that the course has not met their expectations, this is valuable feedback that InterCare Training uses when reviewing and improving courses.

A Student seeking to withdraw from a course or unit of study must complete the Withdrawal Form. Prior to the approval of a withdrawal, the staff member having the conversation with the Student must ensure that full implications of withdrawal (both funding and educational) are discussed and captured on the relevant forms.

Withdrawal by InterCare – InterCare may withdraw a Student in certain circumstances. These include:

Non-Satisfactory Course Progression – this occurs in consultation with the Student.

Non-Attendance of Classes – If a Student misses a class, InterCare will attempt to contact the Student and make alternative arrangements for the Student to catch up. If the Student does not attend class twice (without notice) and is not contactable, the internal withdrawal process will be followed which may result in a suspension of withdrawal from their current training program. All Students will be notified in writing if this is the case.

Non-Attendance of Work Placement – All Students are invited to attend work placement as arranged by InterCare, on two separate occasions. Thereafter they are given the opportunity to find their own placement in an agreed upon timeframe, If Workplacement is still outstanding after this date, the Student will be withdrawn.

Non-Attendance or Non-Completion of Required FSK units (if applicable - South Australia only) - In South Australia, Students are required to complete an Upfront Assessment of Need (UAN) and a CSPA – this will determine if additional Foundation Skills (FSK) bridging courses are needed to give the Student the best chance to succeed. If foundational skills bridging courses are recommended, it is a condition of the funding contract that the Student completed the bridging courses in a timely manner (usually 3-4 weeks per course). SA Funded Students are required to complete their bridging courses (if applicable) before they can complete an InterCare Training Course.

8.3 Course Cancellation

Course cancellations are considered as an exception and not a rule. What is the difference between a cancellation and a withdrawal?

- If a Student wishes to cancel their enrolment into a course, before commencing training, they should discuss this with one of our friendly staff.
- If a Student commences the course and then wishes to 'cancel', they need to follow the **Student Deferral and Withdrawal Policy and Procedure.**

Student Cancellation before commencement of training

- A Student may wish to cancel their enrolment with InterCare prior to commencement of training. In this case, the Student is eligible for a refund of Student fees paid.
- Full Fee-Paying Students (not eligible for state funding) is eligible for a refund of Student fees paid, less a $250 administration charge.

Cancellation of Course by InterCare Training – in the unlikely event that InterCare needs to cancel a course:

- A full refund of Student fees and all other fees will be paid if a course is cancelled by InterCare Training prior to a Student's commencement.
- A pro-rata refund of Student fees will be paid in the event of a mid-course cancellation. This will be calculated based on the proportion of training not provided or scheduled. (In these circumstances, refunds will not be paid for Students who have missed scheduled training sessions or where the cancellation date is after the final proposed assessment date.)

InterCare Training intends to be fair and reasonable in the application of refunds and may apply additional discretionary refunds in exceptional circumstances. To apply for a refund, Students and/or employers should submit a request in writing to InterCare Training within 14 days of a Student's withdrawal.

9.   Complaints and Appeals

9.1 Complaints

Any concerns relating to training and /or assessment should first be discussed with the trainer-assessor or an InterCare staff member (as most appropriate). If the concern is not resolved, the Student may wish to lodge a formal complaint.

InterCare Training will ensure that Students have access to a fair and equitable process for dealing with complaints and to appeal against decisions which affect them. Complaints may be communicated directly to the trainer/assessor in person or via email. You may contact the InterCare Training head office directly with a complaint by emailing compliance@InterCaretraining.com.au .

All complaints will be treated confidentially, and every effort will be made by InterCare Training to resolve complaints. No person will be victimised because they raise a complaint or are associated with a complaint. Additionally, a complaint will not result in suspension of training unless agreed by both parties.

The complaint should be made within 5 business days of the event occurring. InterCare will investigate and respond to you within 15 business days.

Lodging a Complaint

InterCare Training understands that a situation may arise when you wish to lodge a complaint or express a grievance regarding services provided by InterCare Training. This form can be downloaded from our website www.intercaretraining.edu.au, and:

1 – Download and complete the form

2 – Submit the completed form to InterCare Training via email compliance@InterCaretraning.com.au or

3 – Mail the completed **Complaints and Grievances Form** in a sealed envelope**.** Mark the envelope as "CONFIDENTIAL" and send it to:

> The Integrity Manager – InterCare Training
>
> 1 Fairborne Way,
>
> Keysborough, VIC 3173

Before you lodge this form, we encourage you to try to settle any complaint or grievance directly with the person(s) concerned.

If you feel that a complaint or grievance has not been attended to fairly, you may request an independent mediator to assist you in resolving the complaint.

Where the RTO considers more than 60 calendar days are required to process and finalise the complaint or appeal, the RTO will:

- Inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required, and
- regularly update the complainant or appellant on the progress of the matter.

Note: *If your complaint has been lodged and attended to via InterCare Training directly and you still feel unsatisfied with the outcome, you can choose to contact:*

i)   the RTO registering body, **ASQA,** at www.asqa.gov.au or
ii)   with the relevant state Training Ombudsman.

9.2 Appeals

A fair and impartial appeals process is available to all Students.

Assessment Appeal

If a Student wishes to appeal an assessment result, they should first discuss the issue with the Trainer/Assessor.

If the Student is not satisfied with the outcome of the initial discussion, they can proceed with a formal appeal by completing the **Assessment Appeals Form**. This form is available for download from the InterCare website at www.intercaretraining.edu.au or by contacting the Training team on 1300 10 2273.

1 – Download and complete the form

2 – Submit the completed form to InterCare Training via email training@intercaretraning.com.au or

3 – Mail the completed **Assessment Appeals Form** in a sealed envelope**.** Mark the envelope as "CONFIDENTIAL" and send it to:

The Training Manager – InterCare Training
1 Fairborne Way,
Keysborough, VIC 3173

The appeal application should be received by InterCare Training, no later than 5 ordinary business days after the notification of the assessment results. You will receive a response in writing within 15 business days.

10. Induction and Orientation

Weekly induction sessions are held. It is important that you attend an induction session prior to commencing with the course. During this session one of our seasoned trainers will:

- take you through the requirements of the course,
- introduce you to the online learning system,
- show you how to access your learning materials and assessments.
- Answer any questions you might still have about your course before you commence with classes.

More details are shared with you throughout the enrolment process. You will be provided with details on when sessions are available that you can book in for. They are held via Zoom.

An Induction-Orientation session should be attended prior to commencing with the training course.

11.   Training and Assessment

11.1 Accredited Training

Accredited training means that our training programs:

- have been aligned to accredited **units** of competency from a nationally endorsed **Training** Package
- involve a formal assessment of skills and knowledge to determine **competency**
- entitle the Student to receive an endorsed **Certificate** or **Statement of Attainment** with the nationally recognised training logo and stating the units of competency achieved.

Accredited qualifications can only be issued by a Registered Training Organisation (RTO) or TAFE.

InterCare Training is registered with the Australian Skills Quality Authority (ASQA) which is governed by the Standards for Registered Training Organisations (RTOs) 2015 and we must continue to meet high standards of training and assessment to maintain our registration.

Details of our registration can be found on the National Register at:
https://training.gov.au/Organisation/Details/21099

11.2 Your classes

Classes are offered as per the Training Schedule that you receive at enrolment. Please check your Student Portal and emails regularly for any updates or small changes.

Classes can be attended in person at our training centres. If you are unable to attend in person, you may use the Zoom link to log in to the classroom and attend online.

All Simulation classes (lab sessions) **must be attended in person**.

11.3 Attendance and Punctuality

Students are expected to attend all scheduled training sessions, including theory, practical and placement as outlined in your training schedule, to complete all the requirements for your qualification.

As a courtesy to trainers and other Students, you are expected to arrive at class 10 minutes prior to the scheduled start time to ensure that classes begin on time.

If you are unable to attend a scheduled training session, please notify your trainer directly or contact training@InterCaretraining.com.au

11.4 Parking, Food and Drink

InterCare Training facilities have limited parking available. Students who wish to drive to class, should be prepared to abide by local parking by-laws regarding ticket parking and time limits.

Some of our training locations do not have nearby access to shops or cafes that are open at the hours that we train. We recommend that you bring your own lunch / dinner and drinks. Some InterCare Training sites do have a vending machine for soft drink and snacks.

11.5 Assessments

In Vocational Education and Training, there is no "pass" or "fail".

> *Assessment is the demonstration of your skills and knowledge to the required level, and collecting enough evidence to show that you are **competent** in the Unit of Competency. You will be assessed against the requirements of EACH of the Units of Competency you have been enrolled into. You must be found Competent in each unit of competency before you can be deemed competent in the full qualification.*

Assessments – evidence of your competency will be collected through assessments. A unit may have several assessments, and you will need to complete all the assessments in a satisfactory manner before you can be found competent in the unit. Your trainer-assessor will confirm and explain all the assessment requirements per unit.

Competency – to be found competent in a unit, you must complete all required assessment components and be deemed Satisfactory all, before your assessor can deem you Competent in a unit.

Re-Assessment – for each assessment component you will be granted with a maximum of three opportunities for assessment. If you have used up all your opportunities for assessment and are still "not yet satisfactory" in all the assessment components, you may be deemed "Not Competent" / "Competency not achieved".

A "Competency not achieved" outcome against a unit of competency means that you will need to re-enrol in that unit, attend all classes and re-attempt all assessments again. If re-enrolment is needed, the training team will discuss the process with you, and depending on your circumstances and the relevant funding contract, determine if you will need to pay in any additional fees.

Completion of all course requirements – to receive your award (certificate) you need to have attended all classes, completed all assessments satisfactorily, and successfully completed 120 hours of work placement.

11.6 Cheating and Plagiarism

InterCare Training have a zero-tolerance approach to cheating and plagiarism. If any Student is found (by InterCare Training or their employer) to have cheated on any forms of assessment, including plagiarising another's work, there will be consequences.

Definition of cheating: Cheating occurs when a Student submits work for assessment that is not their own – this is deemed to be dishonest, irresponsible, and unfair. Cheating is not a true reflection of what you know, and may lead to a life threatening outcome in the aged care and disability industry. This is a serious misconduct.

Definition of plagiarism: Plagiarism is when you pretend that you have written or created a piece of work that someone else originated. It is cheating, it is dishonest, and it could negatively impact your results.

What happens if cheating / plagiarism is suspected:

1 – The Student will be contacted on the 1st attempt of cheating and returned a blank assessment.

2 – If plagiarism continues Student will be required to have a meeting with the education coordinator / manager to determine related consequences.

3 – Repeated plagiarism may lead to the Student being withdrawn from the course by InterCare

11.7 Placement

Placement is required for all courses offered by InterCare Training. During the initial telephonic discussions about the course with you, we will discuss the Workplacement requirements of your specific course. Below is a summary of the requirements:

Workplacement hours

For all courses relating to work placement, you will be required to undertake a minimum of **120 hours** voluntary work in a workplace that directly relates to the course you are studying. Work placement is **compulsory**, and you cannot complete your course without it. In some instances, your placement will be scheduled into your course, and you will be expected to be available to complete placement during the period allocated.

We have a dedicated work placement team to support you in finding work placement, once you have submitted all your documents, one of our friendly work placement team will contact you to discuss your placement, you don't need to contact us unless you have a specific question.

Please see our **Workplacement FAQ** on you Cloud Assess Dashboard for further information.

InterCare Disability & Aged Care courses include a Practical Placement component which must be completed to complete the qualification. To be eligible for work placement you must supply the following:

➢ Police check

➢ Working With Children's check

➢ NDIS screening check (if applicable)

➢ Vaccinations (Flu Vax & Covid Vaccination x 2 plus booster)

➢ Completed Covid introduction to NDIS modules.

Police Check

Persons who wish to work within a Disability Provider, Aged Care Facility or who provide Home and Community Care through a facility or an agency, are required to undergo a police check prior to placement. This requirement extends to those who volunteer in these roles and to Students undertaking practical placement as part of their studies.

All Students must provide a clear and current (no older than 6 months) police check prior to commencement of their work placement event and preferred no later than the second week of the course.

Failure to provide the police check may result in the Student being withdrawn from the course. Students can be re-booked into a subsequent course once the police check has been satisfied/submitted.

Working with Children Check

The Working with Children Check is a screening process for assessing or re-assessing people who work with or care for children, this also includes those working or completing work placement with a Disability or Community Services provider.

This means that all Students must provide a Working with Children Check document prior to commencement of their work placement event and preferred no later than the fourth week of the course.

Failure to provide the Working with Children Check may result in the Student being withdrawn from the course. Students can be re-booked into a subsequent course once the Working with Children Check has been satisfied/submitted.

Victorian Working with Children Check information can be found here:
http://www.workingwithchildren.vic.gov.au/home/applications/apply+for+a+check/

Queensland Working with Children Check information can be found here:
https://www.bluecard.qld.gov.au/

New South Wales Working with Children Check information can be found here:
https://www.kidsguardian.nsw.gov.au/child-safe-organisations/working-with-children-check

South Australia Working with Children Check information can be found here:
https://www.childprotection.sa.gov.au/carers/how-dcp-works/working-with-children-checks

All Other States – Please check with your local state-based authority.

NDIS Worker Screening Check (if applicable to your course)

Persons who wish to work within an approved NDIS provider (or where we notify you that one will be required) through a facility or an agency, are required to undergo a National Disability Worker Screening Check prior to placement. This requirement extends to those who volunteer in these roles and to Students undertaking practical placement as part of their studies.

Students must provide an approved National Disability Worker Screening check prior to commencement of their work placement event and preferred no later than the seventh week of the course.

Failure to provide a National Disability Worker Screening check if needed for the industry/course, may result in the Student being withdrawn from the course. Students can be re-booked into a subsequent course once the National Disability Worker Screening Check has been acquired.

Victorian National Disability Worker Screening check information can be found here:
https://www.vic.gov.au/ndis-worker-screening-check

Queensland National Disability Worker Screening check information can be found here:
https://workerscreening.dsdsatsip.qld.gov.au/

New South Wales National Disability Worker Screening check information can be found here:
https://www.service.nsw.gov.au/ndiswc

South Australia National Disability Worker Screening check information can be found here:
https://www.sa.gov.au/topics/rights-and-law/rights-and-responsibilities/screening-checks

All Other States – Please check with your local state-based authority.

Required Vaccinations

Persons who wish to work within the Community Services industry (or where we notify you that one will be required) through a facility or an agency, are required to obtain an **annual flu vaccination** and evidence of **COVID-19 vaccinations** (+ Booster) prior to placement. This requirement extends to those who volunteer in these roles and to Students undertaking practical placement as part of their studies.

We must sight and record either your proof of vaccination or a valid medical exemption and we are required share this information with health and aged care facilities and services when arranging the work placement component of your course. The InterCare Placement Team

accepts the **MyGov 'Immunisation History Statement'** as an only form of evidence to confirm that all three COVID vaccine doses have been received.

Other Pre-requisites

You will be required to complete a **NDIS Disability Worker Orientation Module** prior to placement (this is free). You can access this course from our website or click here: https://training.ndiscommission.gov.au/login/index.php

Some facilities and services may require **specific pre-placement checks** – the InterCare Placement Team will inform you of any additional requirements for your specific placement. This could for example be an online induction prior to commencing your placement with a provider.

Dress Code

All Students are required to dress, for the theory component of class, in neat casual dress. The dress code for placement requires all Students to wear:

- black/navy pants/ trousers and

- black/navy InterCare polo shirt and

- black/navy shoes – must be closed toe and non-slip.

- No jewellery is to be worn, with the exception of a wristwatch, wedding band and plain earrings (studs).

- Piercings on the face need to be covered and rings and studs removed.

- Cultural items of significance are to be discussed with InterCare Training staff and or discussed at a facility level.

Name Tags

Name badges will be distributed to all Students during the course along with a safety lanyard. Your name badge will identify you as an 'InterCare Student' whilst you are on-site at a facility completing placement. These MUST always be worn while at the placement facility.

12.   Student Support and Welfare

InterCare Training is dedicated to ensuring that all Students have every reasonable opportunity to complete their training program. If you are in need of support, we invite you to speak to your trainer first, or call 1300 10 CARE (2273), and follow the prompts to speak to the most appropriate department.

12.1 InterCare Student Support Officers

Whilst all staff have the responsibility to support Students, InterCare Training has nominated Student Support Officers who will be available on an appointment basis during normal business hours to discuss individual support needs. You are invited to speak to your trainer first if support is needed or you can contact our dedicated Student support services desk on 1300 10 CARE (2273).

12.2 InterCare Course and Career guidance

We have a team of professional and passionate course and career support officers who can provide you with career advice as well as course information and support.

12.3 Learning Support

InterCare Training understands that not everyone learns in the same way. A Student may require language, literacy, or numeracy support to achieve their learning goals. If you are having any difficulties with your learning and assessment at any time throughout your studies, one to one assistance with your Trainer can be accessed.

The following agencies are also available to provide Language, Literacy and Numeracy support including a range of courses and individual support services. Please contact the respective agency below to access these services:

- AMEP   1800 962 100
- Reading Writing Hotline   1300 655 506

12.4 Equitable learning and Disability Support

InterCare Training provides fair and equitable opportunities for all, including people with a disability. guided by the Disability Standards for Education 2005 (Vic), these standards provide further guidance on rights and responsibilities in relation to disability and education and training.

The Standards cover the areas of enrolment, participation, curriculum development, accreditation and delivery, Student support services and the elimination of harassment and victimisation. For further information please talk to one of our dedicated Student support officers or visit Disability Standards for Education 2005

12.5 External Agencies

We understand the sometimes things happen in our private lives where we may need some additional support, there are external agencies you can reach out to directly or speak with an InterCare Support Officer who can arrange help you access these services.

InterCare Training appreciates all efforts to create a positive and harmonious learning environment. If you do not understand, or need further direction in relation to these requirements, please discuss this with your trainer.

12.6 Commonwealth & State Government Agencies for Support

Centrelink

A Government initiative providing information and assistance relating to a range of programs, including childcare and Student assistance payments and services, registration of all new applicants for income support and employment assistance, self-help job search facilities, referrals for employment assistance, and specialist labour market assistance services for disadvantaged groups.

- ✓ Job Seekers   132 850
- ✓ Students   132 490
- ✓ Family Assistance   136 150
- ✓ Veterans Affairs   133 254

Help lines and Agencies

- ✓ External supports Emergency Services 000 (ambulance, police, fire)
- ✓ Lifeline 13 11 14 (mental health and suicide 24/7)
- ✓ Beyond Blue 1300 224 636 (mental health 24/7)
- ✓ Safe Steps 1800 015 188 (family violence 24/7)
- ✓ 1800 RESPECT 1800 737 732 (domestic, family and sexual violence counselling 24/7)
- ✓ Kidshelpline 1800 551 800 (support for young people aged 5-25 24/7)
- ✓ 13YARN 13 92 76 (Aboriginal and Torres Strait Islander crisis support 24/7)
- ✓ Headspace 1800 650 890 (mental health 12-25 years 9am – 1am, 7 days)
- ✓ Qlife 1800 184 527 (LGBTQIA+ peer support 3pm – 12am)
- ✓ Suicide Line Victoria 1300 651 251 (suicide crisis support 24/7)

Private Charitable Support Agencies

- ✓ The Salvation Army – 24 hour homelessness assistance   1800 825 955
- ✓ The Salvation Army – National Hotline 13 72 58
- ✓ Women's Domestic Violence Crisis Service 1800 015 188
- ✓ Alcohol and Drug Information Services 1800 888 236
- ✓ Youth Support Services 03 9321 2912
- ✓ Homelessness and Drug Dependence 03 9321 2955
- ✓ Welfare Assistance 1300 305 330
- ✓ Adult Outreach 03 9321 2977

12.7 Disabilities, other concerns and getting assistance

Disabilities

InterCare Training provides fair and equitable opportunities for all, including people with a disability. We follow the Disability Standards for Education 2005 (Vic). We do as much as possible to ensure that people with a disability can participate in all training and assessment activities. Where practicable reasonable adjustments can be made to assist Students with their studies and associated assessments. Reasonable adjustment means they must not cause undue hardship for the RTO or to other Students and must not alter the outcomes of the Unit of Competency or Training Package requirements.

If you have a disability and did not mention this on the enrolment form, speak with your trainer. Any information you give will be kept confidential. InterCare staff always act sensitively and with consideration.

Experiencing concerns or challenges?

If you are experiencing any other problems or concerns that are impacting your ability to complete your studies in a reasonable timeframe, please speak with your trainer or the Student Support Officer as soon as possible, so that we can support or assist you.

Possible assistance may include: Repeating parts of the program; Deferring your studies; Changing to a different course time; Adjustments to assessments (as long as they are reasonable and don't affect the validity of your assessment) such as amended deadlines.

Come talk to us, we are flexible and are happy to discuss other solutions if appropriate and practicable.

13. Student Responsibilities and Code of Conduct

InterCare Training programs promote democratic principles in the classroom through our training and assessment practices, which include a commitment to fair treatment to all in class discussions which value freedom of speech, tolerance of the views of others and open communication.

The InterCare Training Student Code of Conduct provides a framework for Student behaviour to ensure the safety, comfort, and wellbeing of all within the InterCare Training community through respectful and appropriate behaviour.

The InterCare Training Code of Conduct primarily applies to all Students involved in our pre-vocational or publicly offered courses within any of our registered training sites.

13.1 We require you to:

- Respect yourself and others; harassment, bullying, physical or verbal assault will not be tolerated

- Behave appropriately; ensure your actions and words support learning and teaching

- Mobile phones must be switched to silent; texts, social networking, games and calls are to be done in allocated breaks ONLY. Additionally, the use of headphones in class is not acceptable.

- Adhere to site specific and all regulatory Occupational Health and Safety (OH&S) requirements

- Respect the property of the InterCare Training community; do not damage or remove property from InterCare Training premises

- No skateboarding on any InterCare Training premises

- Produce and/or verify your identification if/when requested by InterCare Training staff

- Not smoke in the 'NO SMOKING' areas

- Persons taking medication to be aware of medicinal side effects, and not to combine with anything that can place themselves or others at risk

- When attending placement, Students must behave in a manner that reflects the InterCare Training mission and values.

- Always act in a manner that aligns to the code of conduct principals, and when liaising with Trainers, InterCare Operational Staff, other Students and Student aids.

13.2 We strictly do not allow:

- Illegal drugs; or anyone under their influence on the premises

- Filming or recording of any kind in our classrooms or our training venues

- Alcohol; or anyone under their influence on the premises. Exceptions are made with prior permission from the RTO Integrity Manager.

Breaches of the InterCare Training Student Code of Conduct may result in disciplinary action according to InterCare Training policies and procedures. This can include Student removal from InterCare Training courses, additionally ANY and ALL illegal activities will be referred to the police.

InterCare Training appreciates all efforts to create a positive and harmonious learning environment. If you do not understand, or need further direction in relation to these requirements, please discuss this with your Trainer.

14. InterCare Training Responsibilities

In the provision of our classroom training, InterCare Training will:

- Ensure that trainers and assessors are appropriately qualified and experienced
- Retain and maintain records of training and assessments completed in individual Student files, including copies of Certificates and Statements of Attainment issued
- Keep a record of Students completed qualifications for a period of Thirty (30) years
- Provide advice and guidance to the Student regarding the training and assessment programs and services
- Liaise with Government training authorities where required or requested
- Provide reports to the relevant Government Department periodically on the progress of training and assessment, as per contractual obligations
- Evaluate training and assessment services regularly and identify and implement continuous improvement opportunities
- Maintain compliance to the Standards for Registered Training Organisations 2015 in accordance with the terms of our registration as an RTO
- Provide support to the trainer/assessor
- Administer and invoice appropriate fees as per the agreed course fees and payment schedule as set out in the Enrolment documentation or the Training Agreement.
- Develop a training plan
- Provide a simulated workplace environment for training and assessment within the classroom
- Ensure that training and assessment takes place in accordance with the agreed training plan
- Verify that competencies have been successfully demonstrated
- Ensure that outcomes are recorded on the training plan and are a true record of the competencies achieved
- Issue the Student with a full, nationally recognised, Australian Qualifications Framework (AQF) Certificate when all requirements of the qualification are met within 30 days
- Issue a Statement of Attainment within 30 days where a Student has partially completed a qualification

15.   General Compliance Matters

15.1 Regulatory Compliance

InterCare Training adheres to the requirements of Australian VET (Vocational Education and Training) Regulators – this includes, but is not limited to:

The Australian Qualifications Framework (AQF) - The Australian Qualifications Framework (AQF) is the national policy for regulated qualifications in Australian education and training. It incorporates the qualifications from each education and training sector into a single comprehensive national qualifications framework. Further detailed information can be accessed here: www.aqf.edu.au

Australian Skills Quality Authority (ASQA) - The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training (VET) sector.

Standards for Training Organisations 2015 (SRTO) - ASQA uses the Standards to ensure nationally consistent, high-quality training and assessment across Australia's vocational education and training (VET) system.

15.2 Changes in the RTO

InterCare Training will inform all relevant Students of any changes in the RTO that may affect them directly no later than 5 working days before the change takes place.

InterCare Training ensures its staff and clients are informed of any changes to legislative and regulatory requirements that affect the services delivered. Students will be notified in writing of any changes occurring at an organisational level that could affect the services being provided, for example:

-   Change of ownership of the RTO
-   Third party training arrangements

15.3 Student Record Access

InterCare Training will keep current and accurate records of Student participation, assessment, and progress. This may be made available to Students on request (i.e. for employment purposes). To request a letter confirming enrolment, attendance and/or progress, the Student may email: compliance@InterCaretrianing.com.au

15.4 Marketing

InterCare Training will request written permission from Students before using any photos, film, images or testimonials from Student in marketing materials. Written permission is collected from every Student at time of enrolment (this is recorded in the enrolment form) AND will be confirmed prior to use in any marketing materials.

15.5 Governance

InterCare Training:

-   complies with Commonwealth, state and territory legislation and regulatory requirements relevant to its operations.

- provides an annual declaration on compliance with the Standards for Training Organisations 2015 to the VET [vocational education and training] regulator, annually.

15.6 Third Party Information

A third-party training provider is a RTO that performs training and assessment services on our behalf.

Note: InterCare Training does not have any Third Party Training agreements in place. We conduct all our own training and assessments. If this changes, you will be informed with immediate effect (as applicable).

15.7 Legislative Compliance

Vocational education and training (VET), in Australia is regulated by a variety of Australian, state and territory laws. Employment, workplace, and equity issues are also covered by a range of Australian, state and territory legislation. Where the state or territory and the Australian laws deal with the same situation differently, the Australian law has jurisdiction. Below, is a summary of a wide range of legislations InterCare Training complies to, including but not limited to:

Commonwealth Legislation

Human Rights and Equal Opportunity Commission Act 1986 - Established by the *Australian Human Rights Commission Act 1986,* the AHRC investigates and conciliates complaints about discrimination and human rights breaches, advocates to Government for the consideration of human rights in laws and policy making, and provides advice, reviews laws, and makes submissions to parliamentary inquiries.

Competition and Consumer Act 2010 – The Competition and Consumer Act 2010 (the Act) is a national law that regulates fair trading in Australia and governs how all businesses in Australia must deal with their customers, competitors, and suppliers. The Act promotes fair trading between competitors while also ensuring that consumers are treated fairly. In particular schedule 2 protects consumers against misleading and deceptive or misleading conduct, and unfair practices.

Workplace Health and Safety Act 2012 – we comply with this Act to ensure the health, safety and welfare of our staff and Students on our premises; eliminate any risks that may affect staff or Students in the workplace; and allow involvement and participation of staff and Students to implement health, safety, and welfare standards on our premises.

Freedom of Information Act 1982 – this gives you the right to access your personal records; request to amend any incorrect or misleading information held about you; you may seek a review of a decision not to allow you access to a document or not to amen a personal record; you have full access to your personal records upon request in writing to the RTO.

Copyright Act 1968 – this allows people to use copyrighted material without the owner's permission. The Copyright Act further states that if you use less than a certain amount of 'copyright information' for research or study, the use is deemed to be fair. If the amount used exceeds these limits, the Act sets out several factors to consider confirming if the use is "fair/allowable".

TEXT (hard copy or electronic materials): For purposes of explaining the concept, we will look at a) hard copy documents of 10 or more pages and b) Text from electronically published materials. The Act deems it fair to copy:

- One chapter, if the work is divided into chapters, OR
- 10% of the total number of pages (hard copy) OR
- 10% of the total number of words (electronic materials)

PERIODICAL PUBLICATIONS (newspapers, magazines or journals): The Act deems it is fair to reproduce an article from a periodical publication or more than one article if each article is for the same research or course of study.

You can find more detailed (and current) information on the Act, here: www.copyright.org.au.

Privacy Act 1988 & Privacy Amendment Act 2012 & National Privacy Principles 2001 – InterCare Training is committed to protecting the privacy of our Students' personal information. We only collect the information that is required by Government bodies, and which is relevant to effective service delivery. You may refer to out **Privacy Policy** on our website for more information.

Disability Discrimination Act 1992 – we adhere to the objectives of this Act: to eliminate discrimination against persons on the ground of disability in the areas of work, accommodation, education, access to premises etc; to ensure that persons with disabilities have the same rights to equality as the rest of the community (as far as practicable); to promote the acceptance and recognition of persons with disabilities (different abilities) and to ensure they have the same fundamental rights as the rest of the community.

Disability Standards for Education (DSE) 2005 – The DSE clarify the obligations of education and training providers under the *Disability Discrimination Act 1992 (DDA)*. They seek to ensure that Students with disability can access and participate in education on the same basis as Students without disability.

Racial Discrimination Act 1975 – this Act promotes equality between people of different backgrounds, and it protects people from unfair treatment or vilification based on their race, colour, descent, or national or ethnic origin. As such, InterCare Training will not allow any racial discrimination between staff or Students, and sees this as a form of series misconduct, whereby further actions may be taken.

Racial Hatred Act 1995 - The Racial Hatred Act introduced in October 1995 amends the Racial Discrimination Act and allows people to complain about publicly offensive or abusive behaviour based on racial hatred. Unlawful behaviour is defined as public acts based on the race, colour, national or ethnic origin of a person or group of people which are likely to offend, insult, humiliate or intimidate.

Sex Discrimination Act (SDA) 1984 – this Act makes it unlawful to discriminate against a person because of their sex, gender identity, intersex status, sexual orientation, marital or relationship status, family responsibilities, because they are pregnant or might become pregnant or because they are breastfeeding.

Affirmative Action (Equal Employment Opportunity for Women) Act 1986 - affirmative action is defined as "appropriate action [which] is taken to eliminate discrimination by the relevant employer against women in relation to employment matters" and "measures [which] are taken by the relevant employer to promote equal opportunity for women in relation to employment.

The Child Protection Act 1999 – Each State in Australia has its own Child Protection legislation. However, legislation across the Commonwealth, states and territories has similar guiding principles. These principles include: the best interest of the child; early intervention and support for families; culturally appropriate care and Aboriginal and Torres Strait Islander Child Placement Principles; participation of children and young people in decision-making processes.

Working with Children Check - Working with Children Checks are carried out by the Department of Justice and Community Safety and they aim to protect children from potential harm or sexual abuse. All people who work directly with children under 18 years of age must have a Working with Children Check unless an exemption applies. At InterCare Training we require that all Students undergo this check prior to going on placement in the Community Services sector.

State-based Legislation

Charter of Human Rights and Responsibilities Act 2006 (Vic) - The Charter Act contains twenty rights that promote and protect the values of freedom, respect, equality and dignity. The Victorian Government, local councils and other public authorities must consider how human rights are protected when creating legislation, implementing policies or delivering services.

Education training and reform Act 2006 (Vic) - The Education and Training Reform Act 2006 outlines Victorian standards of education and training and provides for the regulation of Government and non-Government schools, school boarding premises and home schooling.

Other Legislation:

-   Workplace Injury Management and Workers Compensation Regulation 2002
-   Work Cover Legislation Amendment Act 1996 No.120 & Amendment 1997
-   Occupational Health and Safety Act 2000 (as amended 2002)
-   NSW Commission for Children and Young People Act 1998
-   Occupational Health and Safety Regulation 2001
-   NSW Anti – discrimination Act 1977
-   Working with Children Act 2005
-   Child Wellbeing and Safety Act 2005
-   Australian Consumer Law
-   Occupational Health and Safety Laws
-   Privacy Laws
-   Anti-discrimination and equal opportunity Laws
-   Human Rights Charter