



Indus Institute

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Australian Computer Society / Accounting Professional Year Program Student Handbook v20

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WELCOME

Thank you for choosing to study with Indus Institute Pty Ltd

Please take the time to review this handbook and keep it in a safe place in case you need to refer to it during your studies. We appreciate and value your business and we are confident that you will find your chosen course to be a valuable learning tool.

Attached to the back of this handbook is your Student Agreement Form, this form must be completed by all students and returned to Indus Institute Pty Ltd within 7 days.

If you have any questions or comments during your course please feel free to contact us on the details provided below.

Please refer to Indus Institute Pty Ltd website at www.indusinstitute.com.au for further course information and profiles of trainers.

We wish you the best of luck with your studies.

Kind regards

Ranjita Pillai

Ranjita Pillai
CEO

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Introduction

This Student Handbook is provided to all prospective students of Indus Institute Pty Ltd (further known as the RTO) prior to completing their application for enrolment with RTO. The handbook provides accurate, relevant and up-to-date information to students in relation to access and equity issues. Please take the time to read this handbook and sign the student agreement at the back of the book acknowledging that you have done so and hand it to your trainer. This document will be photocopied and retained in your student file.

Student Orientation

Prior to commencing training all students of RTO are required to complete an online student induction/orientation. This induction/orientation is extremely important as it is the first exciting step on your Professional Year journey.

What will happen during your induction/orientation?

RTO will organize an induction where RTO will explain:

- Program Structure
- Course and its content
- Training and assessment strategies
- ACS Orientation
- ACS PE Online
- ACS CPD Events
- Internships
- Code of Conduct
- All additional information relating to your Studentship

Checklist of what you need to bring:

- Details of your home and term addresses
- Email address, phone & fax number
- Form of identification e.g. Passport, birth certificate; driver's license
- Pen and a notepad
- Personal Laptop Computer & Charger

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Course fees

ACS Professional Year - \$12,930 / Accounting Professional Year - \$ 9,500

Not included is a non-refundable application fee of \$250

If you opt for a payment plan an additional fee of \$100 may be imposed*

Payment

A tax invoice for tuition fees is issued upon commencement of program. Payment may be made by cash, internet transfer, money order, credit card or a bank cheque payable to RTO. Payment of fees is deemed as acceptance of these terms and conditions.

You will not be allowed to commence studies until all applicable fees are paid. This includes any administration charges. Nothing in the RTO's refund and transfer of credit processes negates your right as a student to take action under Australia's consumer protection laws in the case of financial disputes.

Late Payment Fee

In the event that a student has outstanding tuition fees beyond their agreed payment plan, an additional late fee will be charged as per the following table:

Days Late	Late Fee
0 – 7 days	\$50
8 – 15 days	\$100
16 – 30 days	\$200
31+ days	\$500

*All late fee amounts are cumulative

Late payment fee will apply to each overdue instalment payment according to the above table.

Enrolment Procedure

1. Complete and sign the Student Contract

PLEASE NOTE: RTO respects your right to be treated fairly, learn in an environment free of discrimination and racial, sexual or other harassment. By signing the student contract, you agree to abide by the RTO's regulations and code of conduct. You are expected to conduct yourself in a manner that will not discredit yourself or the RTO. Acts which seriously interfere with the basic purposes, necessities and processes of the academic community are prohibited.

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2. Submit your student contract form along with copies of your identification, any other information if required and payment of the enrolment fee.
3. When your payment is received, and enrolment accepted RTO can provide you with a receipt.

Contact Details

It is important that the following information is accurately noted on your student contract and that if any of this information changes that you notify RTO at the earliest opportunity.

1. Correct and clear spelling of your name
2. Date of birth
3. Current address
4. Email Address
5. Mobile Number
6. Home Phone Number
7. Any assistance that you may require throughout the course
8. Proof of payment of fees (Where applicable)

****YOU ARE RESPONSIBLE FOR ENSURING THAT RTO ADMINISTRATION HAS YOUR UP-TO-DATE CONTACT DETAILS. PLEASE NOTIFY ANY CHANGES WITHIN 7 DAYS OF THE CHANGE USING CHANGE OF PERSONAL DETAILS FORM****

VEVO Checks

Due to COVID-19, the Professional Year Bodies have been operating the PY Program using a flexible delivery (online) model. In many cases, students have never been on-site or in a face-to-face internship environment. It must therefore be re-iterated that **all students must undertake the entirety of the Professional Year Program onshore, in Australia, including any online delivery, as per Department of Home Affairs (DHA) requirements.**

Following a recent PY Professional Bodies review, serious concerns have been raised regarding current online delivery practices and participation on shore. To support program compliance and current DHA international travel restrictions, Indus Institute and all other PY Providers will be required to move to a mandatory vetting practice utilizing [VEVO for Organisations](#), (*Visa Entitlement Verification Online*) affecting all existing students and new enrolments.

If a student is found to be attending the PY Program from a location outside of Australia, it is a requirement that Indus Institute immediately withdraws said student from the program, as they have not been meeting DHA requirements per their enrolment conditions.

In the event that a student is withdrawn by Indus Institute due to breach of study conditions through offshore location, that student will not be eligible for a refund on these grounds. Standard refund procedure will apply per the signed offer letter for PY enrolment.

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To maintain ongoing enrolment in the PY Program, all students must agree to provide Indus Institute with the express permission to conduct as necessary, from time to time during their enrolment, visa entitlement and visa status checks through the Department of Immigration and Border Protection's Visa Entitlement Verification Online system. Students must understand that the purpose of this inquiry is to confirm their residency/visa status, work and study rights to confirm my eligibility or continuing eligibility in the Professional Year Program.

Cancellation, Refund Policy and Agreement

PLEASE NOTE: This cancellation, refund policy and agreement Applies only to Fees paid in advance

Indus Institute Pty Ltd (further referred to as the RTO) provides a money back guarantee on delivery training programs.

1. If RTO receives fees paid in arrears, then the refund policy is not applicable.
2. The refund policy and procedures apply to those students who pay their fees in advance
3. Tuition fees and application fees to be refunded in full if:
 - The course does not start on the agreed starting date
 - The course stops being provided after it starts but before it's completed.
 - The course is not provided fully to the student because the college has a sanction imposed on it by a government regulator.
4. Refunds under the above conditions are paid in full to the student within 14 working days.
5. In making a contract to enrol in a course at RTO the applicant acknowledges the following:
 - That the information provided by the applicant in their application is complete and correct.
 - Agrees to be bound by RTO 's rules and regulations and any amendments made to the rules and regulations.
 - Agrees to undertake a testing requirement prior to any course entry, if deemed necessary by RTO.
 - Agrees to pay all fees required on or before the due date as notified in writing by RTO or as per the invoice.
 - RTO reserves the right to accept or reject any application for enrolment at its discretion.
 - RTO reserves the right to cancel any course prior to the commencement date of the course should it be deemed necessary and, in that event, shall refund all payments received from the applicant.
 - Refunds are made in accordance with the policy below and full refunds of amounts owed to the student are made within 14 working days.
6. Should a student cancel/withdraw their enrolment student may be entitled to a refund (less the application fee). Student must apply in writing to the CEO of Indus Institute

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stating the reason and supporting documentation in support of the reason. Indus Institute will assess this based on the following criterion:

- Reason of the withdrawal;
- The length of time prior to the commencement date;
- Amount of fees and charges that has been paid prior to the commencement/withdrawal.

7. The table below outlines how a refund request will be considered.

Fee Structure

The anticipated student fees are \$12,930 and \$250 for application fee for ACS Professional Year Program and \$9,500 for the Accounting Professional Year Program.

Student Fees may be payable on an instalment basis, of 1 instalment, 5 instalments or 7 instalments to cater to different students' financial budgeting.

On an ongoing basis, discounts may be offered based on a scholarship system, where students meet certain merit-based requirements, e.g. English score higher than IELTS 7 each or equivalent

'Fees will not differ between locations at this stage'.

'Scholarships may differ between locations depending upon availability and student demand'.

Refund Policy

Indus Institute's refund policy is contained within the Refund Policy and Procedures. It provides that students are entitled for refunds under specific circumstances:

Students Who Pay Full Fee Upfront	
Withdrawal Reason	Amount Refunded
Student who have paid full tuition fees AND Withdraw at least 4 weeks prior to the agreed start date.	Full refund (Application & Enrolment fee retained by the RTO)
Student who have paid full tuition fees AND Withdraw less than 4 weeks prior to the agreed start date.	RTO will retain a non-refundable amount equal to 35% of the full tuition fee (Application & Enrolment fee retained by the RTO)
Student who have paid full tuition fees AND Withdraw after commencement of the program, but prior to completion of the first 2 (Two) weeks of the program.	RTO will retain a non-refundable amount equal to 50% of the full tuition fee (Application & Enrolment fee retained by the RTO)
Student who have paid full tuition fees AND Withdraw after completion of the 2nd week of the program.	No refund will apply, and students will be liable for the full tuition fee (Application & Enrolment fee retained by the RTO)

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Student who have paid full tuition fees AND Are Withdrawn by Indus Institute after completion of the 2nd week of the program (VEVO Default or Other Disciplinary / Financial Reasons)	No refund will apply, and students will be liable for the full tuition fee (Application & Enrolment fee retained by the RTO)
Students Who Are On A Payment Plan	
Withdrawal Reason	Amount Refunded
Student who are on a payment plan AND Withdraw at least 4 weeks prior to the agreed start date.	Full refund (Application & Enrolment fee retained by the RTO)
Student who are on a payment plan AND Withdraw less than 4 weeks prior to the agreed start date.	Students will be liable for 35% of the full tuition fee (Application & Enrolment fee retained by the RTO)
Student who are on a payment plan AND Withdraw after commencement of the program, but prior to completion of the first 2 (Two) weeks of the program.	Students will be liable for 50% of the full tuition fee (Application & Enrolment fee retained by the RTO)
Student who are on a payment plan AND Withdraw after completion of the 2nd week of the program.	No refund will apply, and students will be liable for the full tuition fee (Application & Enrolment fee retained by the RTO)
Student who are on a payment plan AND Are Withdrawn by Indus Institute after completion of the 2nd week of the program (VEVO Default or Other Disciplinary / Financial Reasons)	No refund will apply, and students will be liable for the full tuition fee (Application & Enrolment fee retained by the RTO)
RTO Default	
Withdrawal Reason	Amount Refunded
Course withdrawn by the RTO	Full refund
The RTO is unable to provide the course for which the original offer was made	Full refund
COVID19	
Withdrawal Reason	Amount Refunded
Students who are stranded overseas due to Australian Government Travel Restrictions	Refund will be considered on case by case basis or student maybe placed on indefinite referral

8. Process for making application for refund is as follows:
- a) Student must make application for refund in writing using the Application for refund form to the Administration Officer outlining the reasons for requesting the refund.
 - b) Refund requests for full or partial refunds must:
 - set out the reasons for the request; and
 - be accompanied by supporting documents as may be appropriate; and

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- c) Information provided by the student on the Refunds Application Form must include:
- date of the claim
 - full name of student
 - course in which the student was enrolled
 - basis for making the claim
 - amount claimed
 - address to which the refund is to be forward
 - student's payment details
 - student's signature; and
 - all documents relevant to consideration of the claim
9. Refund is provided to student as per this Refund policy and procedures
10. This agreement and the availability of the complaints and appeals procedure do not remove the student's rights to take action under Australia's consumer protection laws.
11. RTO dispute resolution process does not circumscribe the student's right to pursue other legal remedies.
12. The student can refer to RTO's complaints and appeals procedure if they wish to appeal the refund policy.
13. Tuition fees are not transferable to another person or institution.
14. RTO reserves the right to change, alter or amend curricula, syllabi, course structure, fees and any other matter pertaining to the provision of a course at any time as directed by Australian Computer Society / Professional Accounting Bodies.
15. If RTO has to change any of the refund conditions for any reason, all students are notified of the change in writing.
16. Refunds will only be paid to the person that enters into the contract with RTO unless RTO receives written direction to pay the refund to somebody else.

It is important that you read or have the information explained to you within this Refund Policy. The student contract must be signed as confirmation of your acceptance of this refund policy, and then returned with your payment of fees. In addition, payment of fees is deemed as acceptance of these terms and conditions.

Refer to RTO's complaints and appeals procedure contained in this Student Handbook if you wish to appeal the refund policy.

Financial and Administrative Practices

RTO guarantees the sound financial position of the business. Measures have been taken to ensure that all course fees paid in advance are identified and protected and the business maintains appropriate records.

Students' records are managed to ensure confidentiality and security of all student information maintained. All student records are stored and archived in accordance with the

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requirements of Standard 16 of the VET Quality Framework (VQF) and retained records are retrievable for perusal by students or regulatory authorities if requested.

Training / Assessment Guarantee

RTO provides a 100% guarantee that all training and assessment will be provided (as agreed in the Enrolment Form) once you enrol and commence in your nominated training program.

Access, Equity and Fairness

RTO believes in access for all so the differing needs and requirements of each student are identified and handled with sensitivity. We utilise training facilities that are suitable for access by disabled, impaired students and are geographically accessible. Intending students are invited to raise any concerns regarding access.

Every Student who meets the entry requirements (if applicable) as prescribed by Australian computer Society and Accounting PY will be accepted into the ACS / Accounting Professional Year Program within RTO's Scope of registration.

RTO endorses the national equity strategy by incorporating the principles of equity into all programs.

Students have equitable access to all programs irrespective of their gender, culture, linguistic background, Physical or intellectual or psychiatric disability, or any organism capable of causing disease, pregnancy, marital status, age, race, colour, nationality, ethnic or ethno-religious background, location, Homosexuality (male or female, actual or presumed), socio-economic background or disability as prescribed by the Anti-Discrimination Act 1991.

Some programs may have a limited number of vacancies and these will be filled in a chronological order upon completion of Signed student contract and payment of fees. Admission procedures will therefore be free of discrimination, and if an individual does not meet entry requirements, all attempts are made to assist them to identify alternative courses of action.

Reasonable adjustments are made to delivery and assessments for students who have any physical or mental impairment. Intending students are invited to raise any concerns regarding equity with our administration or Training/assessment staff. The rights of the students are protected during and after any assessments and the students are made aware of their rights and processes of appeal. Assessment tools, systems and procedures are consistent with Equal Employment Legislation and comply with the Principles of Assessment.

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Language, Literacy and Numeracy

RTO recognises that all vocational training includes language, literacy and numeracy (LL&N) tasks and all RTO trainers and assessors provide:

- materials, resources and assessment tools and tasks that do not require Students to have language, literacy and numeracy skills of more complexity than those used in the workplace for the competencies being taught/assessed;
- clear models of the language/literacy/numeracy task;
- opportunities for repeated and supported practice; and
- opportunities for independent practice

Where some Students require additional practice and training RTO provides opportunities for this support to occur.

RTO aims at all times to provide a positive and rewarding learning experience for all of its students. The student personal details form asks students to provide information regarding their LL&N requirements or any other special learning needs and a reading and comprehension exercise to ascertain suitability for enrolment into a course is offered. In the event of LL&N becoming an issue, the Administration Staff will contact the student to discuss their requirements.

Where language, literacy and numeracy competency is essential for course students, we have made every effort to ensure that students are adequately supported to enable them to complete their training. Some examples of the type of support that we can offer include:

Literacy

- Providing students only essential writing tasks,
- To avoid fatigue, use of group activities so that writing can be shared
- Providing examples and models of completed tasks,
- Ensuring that documents and forms are written and formatted in plain English,
- Using clear headings, highlighting certain key words or phrases and providing explanations of all technical terms used.

Language

- Presenting information in small chunks,
- Speaking clearly, concisely and not too quickly,
- Giving clear instructions in a logical sequence, and ample practical examples
- Encouraging students to ask questions,
- Asking all questions to ensure students understand.

Numeracy

- Asking students to identify in words, what the exact problem is and how they might solve it,

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- Showing students how to do the calculations through step by step instructions and through examples of completed calculations,
- Helping students to work out what math's/calculations/ measurements are required to complete the task,
- Encouraging the use of calculators and demonstrating how to use these.

Marketing and Advertising

The training organisation will only promote and market services (qualifications) for which it has been registered to deliver. The ACS / Accounting PY logo is employed only in accordance with its conditions of use and as a result of being registered as a training organisation with an approved scope of registration to deliver ACS Professional Year Program and Accounting Professional Year Program.

Quality Focus

RTO is committed to provide quality services and is focused on continuous improvement of our systems, products and processes. We actively seek feedback from students and staff and value their contribution towards improving programs and services

Internal and External Audit and Review

RTO participates in external monitoring and review processes conducted by the required Government authorities. These processes may include random compliance and quality audits, audit following a complaint, and audit for the purpose of maintaining or extending our scope of registration, financial audits and strategic industry audits.

RTO conducts internal audits against the Australian Quality Training Framework for the purpose of continuous improvement of systems and training and assessment.

Educational Standards

RTO policies and management procedures are designed to maintain high professional standards in the marketing and delivery of vocational education and training services. Policies and procedures safeguard the interests and welfare of students. RTO is committed to the success of students and maintains procedures and systems to assist students to successful completion of their studies. We have the capacity to deliver the nominated course(s) and use appropriate methods and materials to ensure successful completion by students.

Client Support and Guidance

All students should contact their trainer/assessor in the first instance if they require support or guidance. RTO Administration office can also provide support that may be needed in the

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completion of their course of study with this organisation. The RTO Manager is also available to assist in any way if your trainer/assessor or the administration staff cannot help.

RTO caters to diverse student learning needs and aims to identify and respond to the learning needs of all students. Students are encouraged to express their views about their learning needs at all stages of their learning experience from enrolment stage.

All students should contact the RTO Manager if they wish to ask about any vocational education training or personal counselling services available.

RTO is committed to providing assistance to students requiring additional support or advice while training:

Additional support and services include:

- a) Counselling in the areas of Language, Literacy and Numeracy.

Personal Counselling services

Are available to all students and staff. This may take the form of advice or referral to other services. Personal counselling services must meet RTO code of practice and confidentiality procedures. Personal counselling services include but are not restricted to:

- a) Complaint/conflict resolution
- b) Stress management
- c) Access and equity issues
- d) Student welfare and support

Important contact details for external counselling and support services can be found below:

NAME OF SERVICE	TYPE OF SERVICE	CONTACT NUMBER
Beyondblue	Counselling	1300 22 4636
Lifeline Australia	Counselling and crisis support	131114
Suicide Call-back Service	Counselling and crisis support	1300 659 467

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Student Privacy

RTO recognises a student’s right to privacy. RTO Privacy Policy identifies how we handle all student information we are in the possession of. We collect and store student enrolment details and progress reports. We are obliged to submit your enrolment details, assessments and other information to Australian Computer Society / Accounting Professional Year for statistical, moderation and benchmarking purposes.

The information we collect from you is protected. Personal student files will only contain information pertinent to the student’s training program.

The confidentiality of all personal information in our records will be protected under current Commonwealth legislation governing this area.

Student Health and Safety

It is in the interest of all staff and students that self-responsibility for health is seen as a serious concern. If you are suffering from a temporary sickness which could affect others (e.g. colds, flu and viral infections) you should not attend classes or examination sessions.

Students unable to attend the classes or assessments due to illness should advise RTO immediately.

Drugs & Alcohol

To ensure the integrity of RTO and its programs and assessments, the consumption, use, sale or distribution of alcohol and/or prohibited drugs by any student at any of its classes or assessment sessions is strictly forbidden at all times.

Workplace Health & Safety

RTO is committed to providing a safe and healthy environment for the benefit of all students, visitors and employees.

Directors of RTO are responsible for ensuring that the level of Workplace Health and Safety is not compromised and recognises its obligations under the Federal and State rules and regulations of the Workplace Health and Safety legislation.

It is important students report ANY injury occurring on RTO premises immediately. If students have any concerns or notice a condition or practice that seems unsafe, it is important it is brought to the attention of the administration office and/or trainer.

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Student Conduct

Today's workplace requires employees to use their initiative, work as a team member and be honest, loyal, tactful and courteous. It is expected that students will treat fellow students and staff with respect. At the RTO we strive to achieve the following "basic principles" of interpersonal behaviour:

- Focus on the situation, issue or behaviour, not on the person.
- Maintain the self-confidence and esteem of others.
- Maintain constructive relationships with staff and students.
- Take the initiative to make things better.
- Lead by example.
- The use of inappropriate language will not be tolerated.
- Mobile phones are to be turned off during classes and assessment sessions.
- No food or drinks are allowed in training sessions or assessment rooms.
- No smoking is permitted in classes or assessment sessions conducted by RTO.

Staff members and students are to hold each other responsible for adhering to these principles at all times.

Theft

As the premises of RTO are open to the public, you are advised not to leave your valuables unsupervised. RTO cannot be held responsible for anything which may be stolen from its premises or employer premises where training is often conducted.

Plagiarism, Collusion and Cheating

The policy will clearly describe the steps that RTO takes when plagiarism, collusion or cheating are suspected or identified to:

- Ensure that students do not gain unfair advantage by plagiarising, colluding or cheating at any time during their learning and assessment.
- Ensure that RTO takes responsibility for informing students about what constitutes plagiarism, collusion and cheating in assessment.
- Establish practices that recognise and counter plagiarism, collusion and cheating in order to quality assure RTO assessment protocols.

Definitions

Plagiarism – Is to take someone's words or ideas or other materials and present them as your own.

Collusion – Is an understanding or agreement between two or more people to intentionally cooperate to gain an unfair advantage in assessment and may include.

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- Unauthorised and unacknowledged joint authorship in an assessment task
- Unauthorised and unacknowledged copying or use of material prepared by another person for use in assessment

Cheating in an examination – Is to seek to obtain an unfair advantage in an examination or test.

Referencing - Referencing is a standardised method of acknowledging the sources of information and ideas and other material used in an assignment.

Suspension – is exclusion from participating in RTO activities for a defined period.

Policy

1. RTO requires students to submit work that is their own, and considers that plagiarism, collusion and cheating constitute academic misconduct for which penalties may be applied.
2. RTO recognises its responsibility for educating students about what constitutes plagiarism or collusion and cheating in their particular discipline.
3. RTO has established a procedure to recognise and counter plagiarism, collusion and cheating to ensure the integrity of its assessment processes and outcomes.
4. Countering plagiarism, collusion and cheating is the shared responsibility of staff and students.
5. Trainer/assessors:
 - a. Are responsible for explaining referencing, and for identifying and reporting plagiarism, cheating and collusion.
 - b. Must not engage in any activity whereby they knowingly collude with students for the purposes of plagiarism and/or cheating on a set assessment task or during an examination or test.
 - c. Must report suspected plagiarism to the RTO Manager
6. The student must:
 - a. Avoid plagiarism by clearly referencing the use of words or ideas or other materials of other people in an acceptable format
 - b. Not present work done in collusion with another person or persons as solely their own work.
 - c. Not engage in any situation whereby the student knowingly attempts, or assists another student to attempt, to gain an unfair advantage by cheating during an examination or test
 - d. Submit written assessment pieces, including log books and group work, with an attached RTO Assignment Attachment Sheet signed by the student(s) to attest that the work submitted is their own and that they are aware of the relevant Institute policy and procedure on plagiarism, collusion and cheating.

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- e. Copies of formal documentation regarding plagiarism, collusion and cheating investigations, findings, outcomes and letters of communication between RTO and the student will be kept for a period of 7 years or at the discretion of the RTO Manager.
- f. RTO will ensure that adequate professional development activities and induction programs for trainers/assessors include advice on recognising and addressing plagiarism, collusion and cheating.

Procedures

- 7. A Trainer or Assessor who suspects plagiarism should report this to the RTO Manager.
- 8. The RTO Manager must decide whether the plagiarism amounts to cheating, that is must determine whether it is more likely than not that the plagiarism was done with the intention of gaining an unfair advantage
- 9. The RTO Manager should use of the many tools available on the internet to help them objectively assess plagiarism of other’s work.
- 10. The RTO Manager decides there was no Plagiarism and Cheating and if that it is a case of unsatisfactory assessment and not cheating, will then mark the work appropriately.
- 11. In some cases, the RTO Manager may require the student to attend a meeting with them discuss the issue of plagiarism and cheating. If this occurs, they should send a Student – Plagiarism and Cheating Warning Letter to the student in the appropriate form. A copy of the Student – Plagiarism and Cheating Warning Letter is to be placed on the student’s personal file.
- 12. The RTO Manager decides there is a possible case of Plagiarism and Cheating and if they reach the conclusion that there is evidence that the student intended to obtain an unfair advantage, the Academic coordinator must give the student an opportunity to respond before making a final determination.
- 13. In addition to more obvious cases of plagiarism (eg copying large slabs of information from the Internet), this situation would arise where two students, contrary to instructions, submit substantially the same work. The RTO Manager decides that Plagiarism and Cheating has occurred.
- 14. If after giving the student an opportunity to respond, the RTO Manager decides that the student has acted with an intention to obtain an unfair advantage, they will either:
 - a. disallow a Competency for that unit of Competence; or
 - b. inform the student that the marks have been disallowed and advise the student that he/she has a right to appeal as per our Complaints and Appeals procedure; and
 - c. place a copy of the letter on the students personal file.
- 15. Where cheating has occurred, the student must be graded as ‘not yet competent’ and will be required to retake the unit at their expense. They must be notified in writing and offered the right to appeal.
- 16. RTO Manager decides that Plagiarism and Cheating has not occurred:

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If, having heard the student's explanation, the RTO Manager decides that the student's conduct did not amount to Plagiarism and Cheating, they:

- a. Will treat the case as one of unsatisfactory academic work and mark the assessment appropriately (i.e. not yet competent); and
- b. May, if it is deemed necessary, advise and counsel the student about the rules relating to plagiarism and cheating.

17. If (16b) occurs, the RTO Manager should consider whether it is necessary to send a warning letter to the student. If a Student – Plagiarism and Cheating Warning Letter is sent to the student, they must place a copy of the students' individual file.

Penalties of Plagiarism and Cheating

18. Students who are found cheating or guilty of plagiarism on any form of assessment will be deemed Not Yet Competent for the relevant Unit of Competence. The student will then need to re-submit, re-sit assessment. See Training and Assessment Policy and Procedure.

19. Students who are found cheating or guilty of plagiarism for a second time will need to re-enrol and repeat the entire Unit of Competence and pay applicable fees.

20. Students who are found cheating or guilty of plagiarism for a third or subsequent time, the matter will be referred to the RTO Manager.

21. Students will also be issued an official written warning which will be placed in the students file.

22. Continued behaviour of this kind may result in students being expelled from RTO. See Complaints and Appeals Policy and Procedure.

Methods for avoiding Plagiarism (Student guidelines)

It is fundamental that students are aware of what plagiarism is, its penalties, and consequences. This is particularly relevant for commencing students. Some methods for avoiding plagiarism include:

Developing your referencing skills through:

- Follow the RTO referencing style
- You must give credit whenever you quote from someone's actual spoken or written words
- Use another person's ideas, opinions, or theories in an assignment or essay
- make use of pieces of information, such as statistics, graphs, drawings, that are not common knowledge
- Paraphrase another person's spoken or written words

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- Use quotation marks around everything that comes directly from a text or article
- Try to summarise ideas and arguments in your own words - don't just rearrange a few words here and there
- Check that you have correctly paraphrased and acknowledged the original ideas
- Check your summary against the original text

Methods of Detection used by RTO

- Strange or inconsistent formatting may indicate that material has been cut and pasted from other sources
- Irregularities in the use of citation protocols, inconsistencies between in-text citation and reference lists (or bibliographies) may indicate that the student has cut and pasted sections of the submitted work from different sources. Although students often forget to list all citations in the references, or bibliography it is also common in plagiarised work
- Variations in writing style within an assignment can be a clue to plagiarised work. However, style questions might also point to poor or exceptional writing skills
- The content of a plagiarised assignment may not be on the topic, but be very well written. There may be material in an assignment which would be correct in another context but wrong with respect to the topic of the assignment or the aspect to which it refers. This may mean that a student has copied an original work and substituted some details
- Technical clues may also indicate plagiarism
- Use google to search sentences used in assignment

Notification and Appeal

The student will be notified in writing of penalties as a result of general and academic misconduct. The grounds for appeals are as follows:

- Procedural irregularity and/or
- Factual errors on which the decision was based, and which were of such magnitude as to invalidate the decision

Appeals must be lodged in writing to the RTO Manager of RTO within 20 working days of the date of the student being notified of the consequence. The process will commence within 10 working days from the date of receipt the student's appeal.

Students will be notified in induction on how to deal with the use of information that they may use during the Training period.

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Student Responsibilities

1. Students must not help or receive assistance from another student unless the assistance is authorised by the RTO Manager.
2. Students must be responsible for their own equipment and advise the trainer immediately if the equipment becomes lost or stolen as sharing equipment between students is not permitted.
3. Students must not bring any materials into the examination room other than those specified by the trainer.
4. Students must not bring any materials into the production area other than those specified by the trainer.
5. Students will not be permitted to use computer software or other devices during class or assessments other than those items requested by the trainer.

Students may be excluded from a final assessment in any unit for any of the following reasons:

- Unauthorised absence from class
- Failure to meet the unit requirements, for example failure to attend classes or assessments
- Academic misconduct
- General misconduct (see below)

RTO Responsibilities

1. Students must be treated fairly, with dignity and with due regard to their privacy
2. Students are to be regarded as innocent of the alleged misconduct until they have either admitted to it or been found by proper inquiry to have so behaved
3. Past misconduct is not evidence that Students have behaved in the same manner again
4. Each case is dealt with on its own merits and according to its own circumstances with the proviso that the first instance of misconduct will be penalised more leniently than subsequent instances of misconduct
5. All letters and requests will be kept on the student file.

General Misconduct

Students are expected to respect other students, staff and property so that learning and teaching can take place freely, safely and without impediment due to the misconduct of others.

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Student Dress Code

Appropriate dress is required of all students, trainers and staff at all times.

Absenteeism Policy

In the ACS / Accounting Professional Year program 100% attendance is required and students are not permitted leave from study or deferment of training. If emergency leave is required, then students will be required to complete a leave application form.

Students are required to notify the RTO prior to the commencement of the face to face training sessions if they are unable to attend. A medical certificate is required.

Students must abide these conditions as follows:

- 1 If Students need to take emergency leave, they must complete and return the Student Leave Form. Students who are absent must provide a medical certificate that covers the period of absence within 5 working days.
- 2 If a student has unexplained absences from classes, this can result in failure of the ACS/ Accounting Professional year unit and the student would be required to repeat the unit at additional cost.
- 3 Catch up classes at charged at \$275.00 where a student can attend a prescheduled catchup class at another day to attend the same module / location / content
- 4 Catch up classes at charged at \$440.00 per class where Indus Institute has to engage a special trainer to deliver a class to the student
- 5 Students who are absent can request a replacement class at additional cost.
- 6 The above charges in addition to any charges stipulated by ACS / Accounting PY for cohort transfers, deferments, or re-enrolment.

Harassment

FAILURE TO COMPLY WITH THIS POLICY MAY RESULT IN SUSPENSION FROM THE COURSE OF STUDY.

RTO will not tolerate any harassment, victimization, bullying or any such conduct that has the purpose or effect of interfering with an individual's work performance or creating an intimidating, hostile, or an offensive learning or assessment environment. This includes harassment, victimization, bullying because of sex, race, national origin, religion, disability, sexuality or age.

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Harassment is unlawful under Commonwealth and State legislation and all harassment, bullying and victimization are contrary to the duty of care to provide a safe environment for work and learning.

Harassment, victimization and bullying can take many forms. It can be overt or subtle, direct or indirect

Examples of Harassment may include:

- Unwelcome physical contact
- Repeated unwelcome invitations
- Insulting or threatening language or gestures
- Continual unjustified comments about a student’s work or work capacity
- Jokes and comments about someone’s ethnicity, colour, race
- Pictures, posters, graffiti, electronic images, which are offensive, obscene or objectionable.

Examples of victimisation may include:

- Unfavourable treatment like aggression
- Refusing to provide information to someone
- Ignoring a person
- Mocking customs or cultures
- Lower assessment of student work

Examples of bullying may include:

- A person who uses strength or power to coerce others by fear
- Behaviour that intimidates, degrades or humiliates a person
- Aggression, verbal abuse and behaviour which is intended to punish
- Personality clashes and constant ‘put-downs’
- Persistent, unreasonable criticism of student work performance
- Student violence both physical and threatened against teachers

Students and staff should be aware that differing social and cultural standards may mean behaviour that is acceptable to some may be perceived as offensive by others.

Such conduct, when experienced or observed, should be reported to RTO staff. All complaints will be promptly investigated.

The privacy of a student filing a report and the individual under investigation shall be respected at all times consistent with the obligation to conduct a fair and thorough investigation.

All staff and students are expected to work in an atmosphere based on mutual respect for the rights and differences of each individual.

Disciplinary action may be taken against students or staff who are found to have harassed other students or staff.

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RTO expects all students to uphold the spirit of this policy. Breaches of the policy will be considered to be “misconduct” or “serious misconduct” which may result in termination of enrolment for students or dismissal for staff.

Complaints Policy and Procedures

RTO recognises that differences and complaints can arise from time to time. Quick settlement of these matters is in the best interest of all parties concerned and the following steps are implemented to ensure this happens.

You need to decide how you would like to deal with your issue. You are advised to seek independent advice and information after which you can choose:

- to resolve the matter personally, with or without assistance
- an informal resolution process
- a formal resolution process
- to take no further action
- to provide feedback via surveys

Our aim is always to work towards a constructive resolution for all parties wherever possible.

Procedure for lodging a complaint

1. For all concerns relating to the delivery of academic, administrative or support services, you should speak initially with the staff member responsible for the relevant area/issue (e.g. trainer/assessor). This can be done informally in person or in writing (**a Complaints and Appeals application form is available in the back of this Student Handbook for your use**). Problems and issues are often resolved quickly at this stage. Complaints will remain confidential.
2. If you believe that the response provided by the trainer/assessor or other staff member of RTO is not reasonable, you may wish to seek a review of the outcome by contacting the CEO of RTO in writing outlining the reasons you are seeking further consideration. You may submit a complaint by email, fax, and letter or in person.
3. If the CEO is party to the complaint, they will not take part in any discussions or decisions made by RTO.
4. RTO will investigate your complaint. Normally you can expect to receive acknowledgement in writing within two working days and a decision within 20 working days. However, depending on the complexity of the case and the information provided, this timeframe may vary. To assist with the timely resolution of your complaint it is important that you:
 - i. detail the steps you have taken towards resolution
 - ii. clearly state the outcome you are seeking
5. Provide relevant supporting documentation.

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6. If the matter is not resolved satisfactorily an independent mediator, from the Department of Justice Disputes & Resolution complaints committee will be engaged. Any fees or charges that may be incurred via external resolution mediator will be subject to 50% payment by RTO & 50% payment you.
7. A written statement of the outcome of all complaints will be given to you and will be kept on your personal file.
8. RTO will maintain your enrolment while a complaint is ongoing
9. If you are concerned about RTO as a training provider, then they may approach the Regulatory Authority. This authority has the power to suspend or cancel RTO's institutional registration or any course registration if a breach of the requirements of registration provision is proved. Concerns about the conduct of RTO should be addressed to:
Australian Skills Quality Authority
Refer to their website at <http://www.asqa.gov.au/complaints/making-a-complaint.html> for further information.
10. The complaint will be investigated and resolved by the RTO Manager. If the RTO Manager is the person named in the complaint then the CEO will investigate and resolve the issues.
11. External review - If students believe the outcome of your complaint is unreasonable, they may choose to pursue the matter with an external body. Contact details for the State Ombudsman Offices are available from the websites below:

ACT	www.ombudsman.act.gov.au
NSW	www.ombo.nsw.gov.au
NT	www.omb-hcsc.nt.gov.au
TAS	www.ombudsman.tas.gov.au
WA	www.ombudsman.wa.gov.au
QLD	www.ombudsman.qld.gov.au
VIC	www.ombudsman.vic.gov.au
SA	www.trainingadvocate.sa.gov.au

12. All records of complaints will be kept on your student file.
13. If the decision of the complaint supports you then RTO will immediately implement the decision and advise you of the outcome

Rights and responsibilities in the complaint process

Rights and responsibilities common to all parties to a complaint include:

- Respectful communication
- Privacy
- Natural justice.

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Privacy

RTO complies with the *Privacy Act 1988 (Commonwealth)*. RTO's privacy and records management policies and procedures provide guidance for the management of personal information. Information collected as part of a student complaint will be kept in a confidential and secure location, and will not comprise part of the student's academic file.

Procedural fairness

The principles of procedural fairness ensure that decision making is fair, consistent and reasonable:

- Except under certain circumstances, persons have a right to be informed of the details of a complaint made against them
- All parties to a complaint have the right to be heard and to respond
- All relevant submissions and evidence shall be genuinely and impartially considered
- The matter shall be addressed without undue delay
- The decision-maker shall not be unduly influenced by any party to a complaint.

Student responsibilities

- Respectful conduct in accordance with RTO policy, procedures and guidelines.
- Seek advice from RTO staff and define the exact nature of the issue.
- Take the issue to the appropriate place for resolution following RTO policy.

Present the facts that relate to the complaint.

- Collect and provide objective evidence to support the facts.
- Consider the resolution you are seeking and cooperate with reasonable conciliatory offers.

Respondent

(Person/Department complaint is being made about)

- Be informed about the substantive allegations in the complaint.
- Be afforded time and the right to respond.
- Participate in options for resolution.
- Seek support and advocacy, e.g. union representative, colleague, friend.

Procedures for lodging an appeal

1. If the outcome of your complaint does not meet your satisfaction you may lodge an appeal
2. You can lodge an appeal formally in writing to the CEO
3. Your appeal will be considered by an independent body depending on the type of original complaint

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4. Outcomes of the appeal once decision is made will be communicated to you in writing within 20 days

Academic Appeals Process

An appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the Australian Qualification Framework and in accordance with the Australian Quality Training Framework.

A fair and impartial appeals process is available to you as a student of RTO. If you wish to appeal your assessment result, you must first discuss the issue with your Trainer. All appeals are recorded in writing on the Appeals against Assessment form, and the results of the appeal process will also be communicated to you in writing including reasons for the decision made.

The appeals process will allow for you to formally present your case and will also allow for your appeal to be heard by an independent person or panel if requested. A copy of this communication will also be kept on file, both on the complaints register and your student file.

Grounds for Appeal

Your application for appeal will be considered if you are disadvantaged because:

- the Trainer did not provide a subject outline,
- the Trainer varied without consultation or in an unreasonable way the assessment requirements as specified in the subject outline,
- assessment requirements specified by the Trainer were unreasonably or prejudicially applied to you
- it is believed that a clerical error has occurred in the documenting of the assessment outcome,
- there appears to be a discrepancy between the practical observation and the formal assessment

If the appeal for re-assessment is upheld RTO will make all necessary arrangements to conduct the re-assessment at a time that is mutually convenient for all parties concerned, and if required the appeal will be heard by an independent person or panel.

All appeals are recorded and reviewed at Management Review Meetings.

Procedure for lodging an academic appeal

1. Before making an appeal, we ask that you discuss the matter with your trainer/assessor in an attempt to reach a decision.
2. If they are still not happy, they can then appeal in writing within 7 days of the initial discussion. (**Note:** The appeal should be put in writing within three (3) months of receipt of results and given to the facilitator/assessor and/or the CEO)

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3. The CEO will ensure that you are contacted personally and acknowledged in writing within five (5) days of receipt of the complaint.
4. Once you lodge a formal appeal a third party will be appointed in an attempt to resolve the issue. Any decision recommended by this adjudicator or 'umpire' is not binding to either party in the dispute.
5. RTO will investigate your appeal. Normally you can expect to receive acknowledgement in writing within two working days and a decision within 20 working days. However, depending on the complexity of the case and the information provided, this timeframe may vary.
6. If you are still not satisfied another registered provider in the same curriculum area will be appointed to arbitrate.
7. If no satisfactory solution is reached you can appeal to the regulatory authority.
8. A written statement of the outcome of all academic appeals will be given to you and will be kept on your personal file.
9. All academic appeals will be recorded in a data base for future reference and used for continuous improvement purposes.

You have the right to a support person to be involved at all times during the appeal process.

Please remember that RTO is committed to delivering quality education and training. If you are experiencing any difficulties during your program of study do not hesitate to request assistance about your concerns with the relevant staff member or Management.

Attendance procedures

Attendance is an essential element of a student's program for face to face training courses.

It is important that students try to arrive to class on time, including returning from morning and lunch breaks, as lateness interrupts other students and valuable work is missed. Training time should be seen as high priority.

In the ACS Professional Year program & Accounting Professional Year Program 100% attendance is required and students are not permitted leave from study or deferment of training.

- 1 If Students need to take emergency leave, they must complete and return the Student Leave Form. Students who are absent must provide a medical certificate that covers the period of absence within 5 working days.
- 2 If a student has unexplained absences from classes, this can result in failure of the ACS/ Accounting Professional year unit and the student would be required to repeat the unit at additional cost.
- 3 Catch up classes at charged at \$275.00 where a student can attend a prescheduled catchup class at another day to attend the same module / location / content

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- 4 Catch up classes at charged at \$440.00 per class where Indus Institute has to engage a special trainer to deliver a class to the student
- 5 Students who are absent can request a replacement class at additional cost.
- 6 The above charges in addition to any charges stipulated by ACS / Accounting PY for cohort transfers, deferments, or re-enrolment.

Student Training Records

RTO has in place a policy and procedure for the collection, storage and protection all the training records of individual students to meet training and assessment activity requirements.

Training Records cover all types of documentation and information relating to training and assessment activities including but not limited to:

- student enrolment data,
- commencement and completion dates for individuals of all competency units,
- individual student assessment information for each unit of competency,
- information on awards issued (award, date, certificate number),
- individual student participation data (assignments/assessments where practicable, attendance),
- Documentation / records of complaints, appeals.

We are committed to maintaining and safeguarding the confidentiality and privacy of your student information. RTO will document and implement procedures to assure the integrity, accuracy and currency of your records.

Hard copy student records are stored in secure premises requiring key access. Electronic records are backed up weekly to a backup system and are protected from unauthorised access by password controls.

Further protection of the electronic data and its computer systems is provided by the antivirus software systems which automatically update their virus definition files on a needs basis.

Further computer system protection is provided by the firewall software which monitors and protects RTO's computer systems from unauthorised access from the internet.

Your results will be archived for a period of not less than 30 years. Training records other than student results will be collected and stored for a period of seven years unless otherwise required.

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Access to Your Student Training Record

Access to your individual student training record must meet Commonwealth and State Privacy legislation and will be limited to:

- Accessing your own personal/training record, via making an official appointment with the CEO, RTO manager or Trainer.
- Authorising release of specific information to third parties in writing,
- RTO staff who require this information as part of their job role,
- Officers from the regulatory authority or their representatives for activities required under the Standards for Registered Training organisations and Skills Queensland funding,
- Legal requirements (e.g. subpoena/search warrants/social service benefits/evidence act).

Training Delivery & Assessment

Staff

RTO employ trainers with experience from the relevant industries to ensure you have training staff that have worked in similar situations as the current environment that you are training in.

RTO abides by the VQF regarding Trainer and assessor qualifications in relation to all training and assessment activities. We ensure that all of our Trainers and assessors have as a minimum, the following combination of:

- A Certificate IV in Training and Assessment or equivalent (TAE40110) and
- A minimum of five (5) years' recent industry experience in your vocational area
- Up to date VET knowledge
- Familiarity with the principles and practices of Competency-Based Training, the Australian Quality Training Framework and Recognition of Prior learning and Familiarity with Equal Employment Opportunity and Occupational Health and Safety principles

Classroom Training

As you are enrolled in 'face to face' training by qualified trainers you are required to attend each scheduled class and the trainer will moderate the learning pace, method and sequence appropriate to the learning needs.

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Classroom Assessment

Assessment tasks and strategies cover a wide range of methods and may include the creation of specific written documents, projects or reports, formal questions (multiple choice, short and long answer), problem solving tasks, case studies and discussion.

As a general rule for major assessments, you will be provided with task assessment instructions including the date the task is due for completion.

Internships

Definitions

- **Local Placement:** Any placement that is situated within 200km of a student's home.
- **Remote Placement:** Any placement that is located more than 200km or more than two (2) hours travel time from the student's residence.
- **Regional Placement:** Any placement that takes place in a state or region that the PY Provider does not deliver the course.
- **Provider Placement:** An internship that is sourced directly by the PY Provider or a contracted 3rd party provider.
- **Self-Sourced:** An internship sourced by the student but one that is NOT their own employment.
- **Own Employment:** The student's placement occurring at their current relevant employment.

	Local Placement	Remote Placement	Regional Placement
Provider Placement	YES	YES*	NO**
Self-Sourced	YES	YES	NO**
Own Employment	YES	YES	YES

*Remote placement is only permitted to be provider placed if the student and host agree to the travel time.

**PY Providers are not required to source a regional placement for a student or review a self-sourced placement, i.e. no self-sourced regional placements can be approved. This can only occur if a student requests to do so on their election to transfer to another PY Provider in that region.

Duration

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Placements are for a minimum of 10 weeks in duration. Placements of shorter than 12 weeks for Accounting PYP must be approved and recorded by Indus Staff.

ACS PYP	Accounting PYP
<ul style="list-style-type: none"> Minimum of <u>220hrs</u> of placement total Minimum of 10 weeks; <p>Normal Recommendation: 12 weeks at 20hrs/wk</p> <p>Indus Institute - Remote/Regional Recommendation: 10 weeks at 24hrs/wk</p>	<ul style="list-style-type: none"> Minimum of <u>240hrs</u> of placement total Minimum of 12 weeks; Maximum of 16 weeks duration Minimum of 15hrs/week; maximum of 37.5hrs/week <p>Normal Recommendation: 12 weeks at 20hrs/wk</p> <p>Indus Institute - Remote/Regional Recommendation: 12 weeks at 20hrs/wk</p>

Fee Structure

- Replacement of Internship due to Student Misconduct (refer to student handbook): \$1,000
- Remote Placement Visit (distance from nearest campus to destination):

Distance	Estimated Charges
0-200km	\$0
201 kms – 400 kms	\$500
401 kms – 600 kms	\$750
601 kms and Above	\$1000

General requirements – Provider Placed/Self-Sourced

- Resume
- Pre-Internship Interview
- Host Organisation Suitability Assessment
- Work Health & Safety (WHS) Site Visit
- Code of Conduct (*ACS Only*)
- Internship Training Agreement
- Internship Program Schedule
- Internship Training Plan
- 1st Week Mandatory Call to student / Hosts
- Unscheduled/random check-ins
- Mid-Term Site Visit – Meeting with Student & Host
- Weekly Logbook Signed by Student & Host
- Internship Evaluation Survey by Student & Host

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**General requirements – Own Employment**

- Resume
- Pre-Internship Interview
- Host Organisation Suitability Assessment
- Work Health & Safety (WHS) Site Visit
- Internship Program Schedule
- Internship Training Plan
- 1st Week Mandatory Call to Student
- Unscheduled/random check-ins
- Mid-Term Site Visit – Meeting with Student
- Weekly Logbook Signed by Student
- Internship Evaluation Survey by Student

General Requirements Summary

Activities / Documents	Provider Placed	Self Sourced	Own Employment
Resume	Yes	Yes	Yes
Pre-Internship Interview	Yes	Yes	Yes
Host Organisation Suitability Assessment	Yes	Yes	Yes
Work Health & Safety (WHS) Site Visit	Yes	Yes	Yes
Code of Conduct (ACS)	Yes	Yes	No
Internship Training Agreement	Yes	Yes	No
Internship Program Schedule	Yes	Yes	Yes
Internship Training Plan	Yes	Yes	Yes
1 st Week Mandatory Call	Yes	Yes	Student Only
Unscheduled/random check-ins	Yes	Yes	Yes
Mid-Term Site Visit	Yes	Yes	Student Only
Weekly Logbook Signed by Student & Host	Yes	Yes	Student Only
Internship Evaluation Survey by Student & Host	Yes	Yes	Student Only

Host Suitability

ACS PYP	Accounting PYP
Be a legally registered company or entity with an ABN/ACN	Be a legally registered company or entity with an ABN/ACN
Sufficient infrastructure to support internship	Sufficient infrastructure to support internship
Appropriate office space (No home offices)	Appropriate office space (No home offices)
Supervisors must not have more than three (3) PYP interns reporting to them at any one time	Supervisors must not have more than two (2) PYP interns reporting to them at any one time

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Capacity Limits: (Across all PY Providers)	At least one senior staff member must be a member in good standing of one of the Professional Accounting Bodies
<ul style="list-style-type: none"> • 50+ Permanent Staff (5+ ICT Staff): <ul style="list-style-type: none"> ○ Ten (10) simultaneous interns • 10+ Permanent Staff (1 ICT Staff): <ul style="list-style-type: none"> ○ Five (5) simultaneous interns • 3-9 Permanent Staff: <ul style="list-style-type: none"> ○ Three (3) simultaneous interns/day • Less than 3 Permanent Staff: <ul style="list-style-type: none"> ○ One (1) intern per 12 weeks 	
ICT Experienced/Qualified Supervisor whose hours of work match the intern & are physically present	Accounting Qualified Supervisor whose hours of work match the intern & are physically present
Experience is relevant to students' professional field	Experience is relevant to students' professional field

- *Host Suitability Assessment is only valid for 12 months.*
- *WHS & Code of Conduct should also be reviewed once every 12 months*
- *Number of current interns should be updated every placement round to avoid over-capacity.*

Requirements Specific to Placement Type

Provider Placed:

- Where a PY Provider uses a 3rd Party Provider to source placements, all internship framework requirements must be met and it is the PY Provider's responsibility to do so.
 - The PY Provider must clearly advise students of all key third-party contacts for communication and support.
- Costs of the 3rd Party Provider may not be passed along to the student.
- 3rd Party Providers must meet the following minimum requirements:
 - Proven track record of sourcing, vetting & arranging host companies that meet requirements.
 - Holds a current Memorandum of Understanding (MOU) or third party agreement with Indus Institute.
 - Agree to provide all internship related files to ACS/Accounting Professional Body.
 - Agree to co-operate with Quality Assurance Monitoring
 - Make any internship sourcing/business development agreements available for viewing by PY Authority request.

Self-Sourced

- The following attributes are not permitted for self-sourced placements:
 - Sole Trader or Partnership Hosts
 - Migration or Visa Agency Hosts
 - Any Host company who is placing two or more PY Interns across all providers

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- Where no ICT department is present or there are fewer than 3 paid ICT employees.

Own Employment

- Subject to approval by PYP pending verification and compliance with ACS Due Diligence Requirements, including a Host Organisation Suitability Assessment and a physical inspection of the Workplace to ensure compliance with WHS guidelines
- Students must provide the following documentation, preferably before pre-internship interview:
 - Position Description or Training Plan
 - Formal Employment Contract and/or Offer of Employment including:
 - Position Title
 - Start date
 - Salary or hourly rate
 - Working hours (full-time/part time/casual/contract or temp)
 - Company letterhead, branding, or logo or proof of receipt from company (e.g. email signature, email web domain, etc.)
 - Confirmation that the dates of employment align to:
 - Commence the internship after the date of student in-class course completion
 - Meet minimum duration requirements
 - Two (2) most recent payslips
- Student position must be as a paid ICT/Accounting staff member

Due Diligence Specific to Regional Remote Placements

If Indus Institute is unable to conduct a physical site inspection of a remote or regional placement, the following alternatives will apply:

Workplace Health & Safety (WHS) Visit:

- Own Employment: The employer’s own internal WHS may be used as an appropriate substitute.
- Provider Placed/Self-Sourced: Video conferencing assessment of the work site may be conducted. A recording of the video must be saved; OR
- Indus will nominate a trusted individual with workplace assessment experience to inspect the work site. Agent’s details MUST be provided to the registering body prior to engagement. Records of the visit are to be saved on the student file.
 - **WHS Physical Visit via delegate/Indus staff is required for Accounting PYP**

Where a physical visit must occur, Indus Institute will discuss the costs to be incurred with the student, taking into account travel and admin costs, and charge these to the students at cost.

If the above vetting procedures cannot be undertaken, then Indus Institute must seek an alternative arrangement to vetting and make a written request for approval to the Professional Body.

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**Mid-Term Visit:**

- Indus Institute will conduct a mid-term visit over video conferencing with the student and host to check in on the status of the placement; OR
 - Indus will nominate a trusted individual with workplace assessment experience to interview the student & host. Agent's details MUST be provided to the registering body prior to engagement. Records of the visit are to be saved on the student file.
- The host & student MUST appear on camera, whether separately or individually.
- Video file of the meeting must be saved to the student's file.

Where a physical visit must occur, Indus Institute will discuss the costs to be incurred with the student on a case by case basis, taking into account travel and admin costs.

Additional Due Diligence – Random Check Ins

- Standard procedure is that Indus Institute will conduct a first week call and a mid-term visit/meeting with the student to check in.
- For Remote/Regional placements only, a student and/or host must be contacted two (2) extra times at random during the internship via telephone or video conferencing. Internally, this will ideally be conducted at the 1st and 3rd quarters of the internship.
- Minimal warning should be provided to the student to ensure check in is accurate.

Additional Due Diligence – Logbooks

- Students in Regional or Remote placements must be advised by Indus Institute that each weekly logbook must contain a minimum of 200 words of content per weekly log explaining the following:
 - Tasks: *The actions that were performed that week?*
 - Training Delivery Methods: *How the training was provided to the student?*
 - Skill Development & Reflection: *What the student learned, how they felt they developed and their feelings about the week?*
- Each weekly log must be provided by the end of the next week. Students should be encouraged to have this log signed for the week.
 - If this is not possible due to fault of the host, the student should send through the unsigned weekly log at minimum.
 - If this is not possible due to fault of the host, the student should send through the unsigned weekly log at minimum.

Student Responsibilities

Internship placement host companies may be self-sourced. Self-sourced internships must obtain the approval of the RTO and ACS / Accounting Professional Year and are only permissible in the following circumstances:

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- Current employment that is relevant to their industry (ICT / Accounting); and
- Other opportunities sourced by the students that meets ACS / Accounting Professional Year requirements for internship placement host companies with approval from the RTO

A student must not refuse without reasonable cause, an internship placement that has been sourced by the RTO. Reasons such as the size of internship host company, perceived brand or travel distance if within 200km are not deemed to be reasonable.

Students on internship are a representation of themselves and the RTO. Students are expected to uphold the values of professional and ethical conduct and should always:

- Observe all established occupational health and safety rules;
- Observe all internal policies and procedures of the internship placement host company;
- Maintain confidentiality of all internship related projects, personnel, products, services, intellectual property or trade secrets;
- Inform the RTO and the internship placement host company's assigned supervisor or senior manager regarding any changes to internship schedule or lateness without delay;
- Give your best effort, follow through on commitments and meet internship obligations;
- Refrain from conducting personal business during internship hours;
- Contact your internship supervisor or RTO immediately if the student feels victimized by an internship related incident (e.g. unethical activities, sexual harassment, discrimination, etc)

Any internship related issues should initially be communicated to the Admin or Placement Officer and the appropriate Complaints or Feedback procedure will be followed as per the Student Handbook.

Internship Documents

Students must complete the following documents prior to their internship:

- Training agreement signed by internship placement host company, student and RTO
- Training plan or training schedule
- Updated resume or curriculum vitae
- Completion of any documentation required by the internship placement host company

Students must complete the following documents by the completion of their internship

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- Weekly internship logs
- Internship surveys and any other relevant feedback forms

Rescheduled Assessment Policy & Procedure

In the ACS Professional Year program and Accounting Professional Year Program 100% attendance is required and students are not permitted leave from study or deferment of training. Assessment is conducted within class time.

Professional Year Program is a competency-based program, so each student has up to three opportunities to submit their assessment, till they are deemed competent by their trainer. If a student fails all three attempts of their assessment, then they have to repeat the failed assessment, which will attract a fee of \$100.

Students who have missed an assessment or failed an assessment for any reason must apply for the missed / failed assessment to be rescheduled. The reassessment is conducted for a fee of \$100. If these conditions are not adhered to, students will be deemed **NOT YET COMPETENT**, and their assessment will remain Incomplete.

Issuing of Certification

Upon successful completion of the three courses and internship, as well as meeting all other course requirements (including payment of course fees), the RTO in collaboration with ACS or Accounting Professional Body will issue a certificate of attainment and transcript once the student makes the payment of the Graduation Fee.

You will have the option of picking up your certificate from the Indus campus, or have the certificates sent by post.

Students will also be given the option of attending a Graduation ceremony as well – please see schedule of fees for cost.

Re-issuing of Certificates

Should you require a copy of your original certificate or statement of attainment, this will incur a cost of \$20. You will be required to complete and sign a Certificate/SOA Request Form and provide to RTO administration.

What are Competencies?

A competency is a statement about the skills, knowledge and attitudes a student needs to complete and these statements are contained in each Unit of Competency. Each Unit of Competency is made up of several Elements which are broken down into Performance Criteria.

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The assessment of your competency means that you must be able to “Show, Tell and Apply” evidence, skills and knowledge, which match and meet these units and elements against a set of Performance Criteria, Essential Skills and Knowledge, and Employability Skills.

All students will be provided with a description for each Unit and, the elements, which make up each Unit of competency.

Competency Assessment Processes

There are three types of assessment that occur at different stages for each Unit.

- a. On-going assessments to provide feedback about your progress and to identify any outstanding unit and/or element you need to focus upon.
- b. Final assessments when you indicate you are ready to complete the assessment for any remaining competencies.

How are competencies assessed?

The level of your performance is assessed against national standards. This means that the evidence you provide and the competencies you demonstrate must meet the standard of performance already set.

What if you successfully demonstrate competencies in some areas and not in others?

If you are enrolled in a qualification and can only demonstrate competencies in some and not all Units of learning a certificate for the qualification cannot be issued.

You can however, receive recognition for the competencies and units of learning you have successfully completed. This recognition is a Statement of Attainment and will identify the qualification name, Unit codes and titles.

Your Responsibility as a Student

- Understanding and accepting the enrolment conditions for the courses you undertake.
- Providing accurate information about yourself at time of enrolment, and to advise RTO of any changes to your address or phone numbers within 7 days.
- Paying of all fees and charges associated with your course and providing your own course requirements where notified.
- Recognising the rights of staff and other students to be treated with dignity and fairness and behaving in an appropriate and acceptable manner towards them.
- Regular and punctual attendance.
- Ensuring you attend classes sober and drug free, and smoke only in open areas away from other people.
- The security of your personal possessions while attending a course.
- Promptly reporting all incidents of harassment or injury to RTO Manager or Trainer.

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- Respecting RTO property and observing policy guidelines and instructions for the use of equipment.
- Seeking clarification of your rights and responsibilities when in doubt

Your Trainer's Responsibility

1. If enrolled in face to face courses, your Trainer will decide class rules with you. These rules apply to your trainer as well as you and should include provision (but is not exclusive too) for anti-discrimination behaviour, non-smoking and mobile phones. Your trainer must not display unprofessional behaviour at any time and must conduct themselves in a fair and equitable manner. They will be prepared for training and conduct the learning in a clear manner and confirm understanding from students.
2. Training may consist of group/action learning activities, self-paced learning, assignments, case studies, discussions, workbook activities, research and reports, etc.
3. The qualifications the trainer holds are current and relevant to the modules which they teach,
4. Any information passed on to students is accurate
5. Any advice given is done so consistent RTO own Code of Practice
6. All student attendance is recorded accurately as per the Attendance sheet provided for each module that is delivered
7. All absences are recorded for each session
8. Attendance and absence information is passed on to the registrars in the roll book in a timely manner
9. Classes are held as scheduled by RTO and any changes are to be reported immediately to ensure continued compliance
10. RTO Management is advised of any addition or increase in the number of students in a class for any reason in case alternate arrangements need to be made for classroom allocation
11. No changes in classroom allocation are made outside those authorised by the course coordinator
12. Trainers who successfully complete additional qualifications advise RTO of such and provide certified copies of the qualification and transcript
13. All Trainers will be responsible for the welfare and safety of all its students

Legislation

In addition to general business practice legislation, RTO is subject to a variety of legislative requirements as they relate to training and assessment. Legislation is continually being updated and, as it comes to hand, information that directly affects students will be passed on. Current legislation that effects our operations and may impact on students includes but is not limited to the legislation listed below:

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Commonwealth Legislation (other relevant legislation can be found at <http://www.comlaw.gov.au/Browse/ByTitle/Acts/Current>):

- Human Rights and Equal Opportunity Commission (Transitional Provisions and Consequential Amendments) Act 1986
- Racial Discrimination Amendment Act 1980
- Racial Discrimination Act 1975
- Sex Discrimination Amendment Act 1991
- Sex Discrimination Act 1984 (Commonwealth)
- Equal Employment Opportunity (Commonwealth Authorities) Act 1987
- Privacy Act 1988 (Commonwealth)
- Privacy Amendment Act 2004
- Occupational Health and Safety Act 1991
- National Vocational Education and Training Regulator Act 2011
- National Privacy Principles (2006)

Student Feedback and Quality Improvement

RTO periodically collects statistical information to monitor, maintain and achieve on going continuous quality improvement in the delivery of vocational education and training.

We value and welcome constructive feedback from our students and staff concerning educational and service improvements or changes that would improve existing educational and student services provided by RTO.

To provide management with this feedback for evaluation students are periodically asked to complete a student survey which will provide the opportunity to review learning outcome and goals.

COVID19 Information & Updates

Coronavirus disease (COVID-19) is an infectious disease caused by a newly discovered coronavirus.

Most people infected with the COVID-19 virus will experience mild to moderate respiratory illness and recover without requiring special treatment. Older people, and those with underlying medical problems like cardiovascular disease, diabetes, chronic respiratory disease, and cancer are more likely to develop serious illness.

The best way to prevent and slow down transmission is to be well informed about the COVID-19 virus, the disease it causes and how it spreads. Protect yourself and others from infection by washing your hands or using an alcohol-based rub frequently and not touching your face.

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The COVID-19 virus spreads primarily through droplets of saliva or discharge from the nose when an infected person coughs or sneezes, so it's important that you also practice respiratory etiquette (for example, by coughing into a flexed elbow).

[More Information About COVID19](#)

For Updates Related To COVID19 in Queensland Follow The Link Below

[QLD COVID19 Updates](#) - (Phone 1800 020 080)

For Updates Related To COVID19 in Tasmania Follow The Link Below

[TAS COVID19 Updates](#) - (Phone 1800 671 738)

For Updates Related To COVID19 in ACT Follow The Link Below

[ACT COVID19 Updates](#) - (Phone 02 6207 7244)

Indus Institute Brisbane Head Office - (Phone 07 3036 3850)

Indus Institute Canberra Office - (Phone 02 6109 9111)

Indus Institute Hobart Office - (Phone 03 6281 8008)

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Schedule of Fees

Items	Fees
Application Fee	\$250
ACS Course Fee	\$12930
SMIPA Course Fee	\$9500
Payment Plan Fee	\$100
Late Fee 0 to 7 days	\$50
Late Fee 8 to 15 days	\$100
Late Fee 16 to 30 days	\$200
Late Fee 31 days Plus	\$500
Re-Assessment Fee	\$100
Catchup Class Fee (Pre-Scheduled Class)	\$275
Catchup Class Fee (Spl Class)	\$440
Internship Replacement Fee (Student Default)	\$1000
Graduation Fee (Ceremony)	\$150
Graduation Fee	\$50
Certificate Re-issuance Fee	\$20
Cohort Transfer Fees	\$265
Remote Placement Visit Fee	<p>Remote Placement Visit (distance from nearest campus to destination):</p> <ul style="list-style-type: none"> • Up to 200 km - \$0 • 201 km to 400 km - \$500 • 401 km to 600 km - \$750 • 601 km And Above - \$1,000

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STUDENT AGREEMENT

This is to certify that I have read and understood the STUDENT HANDBOOK of RTO which explained to me my rights and responsibilities as a student, the course and unit of competency content and the training delivery and assessment program.

I understand and agree that it is my responsibility to be familiar with its contents and to ask questions on any matters I don't understand.

I understand and agree to follow RTO policies and procedures.

I understand and agree that this certification of receipt of the Student Information Handbook will be retained in my personal training file.

I hereby consent for Indus Institute to use, reproduce, copy exhibit or distribute (full or in part) of any photographs, videos taken of me and/or recordings made of my voice and/or written extraction, in whole or in part, of such recordings or musical performance, or computer files in which I may be included for any purpose whatsoever. I hereby release, discharge, and agree to avert Indus Institute and all persons acting under its permission or authority from any liability or injury that may occur while performing or appearing in the said video, audio, photographic or computer-based production. *

* I will provide Indus Institute with written declaration if I do not wish the above to be used for the purposes of illustration, broadcast, marketing or distribution in any manner.

DATE: ____/____/____

STUDENT'S NAME: _____

STUDENT'S SIGNATURE: _____

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COMPLAINTS AND APPEALS APPLICATION FORM

Section One

(to be completed by student)

Student's name

Address.....

Phone

.....

Nature of complaint

.....

..... Signature of Student

Section Two

(To be completed by RTO representative if outcome is reached)

.....

.....

..... Signature of RTO Representative

..... Position

Section Three

(to be completed by representative of arbitrating body if complaint is taken to this level)

.....

.....

.....

..... Signature of Arbitrating Body Representative

..... Position

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