COURSE HANDBOOK

This handbook provides core information regarding the Indus Professional Year Program relevant to course structure, curriculum, assessments, and available support services.

Indus Institute Professional Year Program

Version Control	
Document Name:	Course Handbook.pdf
Issue Date:	August 2022
Revision Date:	December 2023
Version	2.3
Review Date:	August 2024

Campus and Delivery Locations:

North Quay (Head Office)	Level 2, 183 North Quay, Brisbane, Qld 4000 Email: admin@indusinstitute.edu.au
Canberra (Branch Office)	Level 7, 490 Northbourne Avenue, Dickson, ACT 2602 Phone: 0261099111 Email: admin@indusinstitute.edu.au
Hobart (Branch Office)	Level 1, 162 Macquarie Street, Hobart, Tasmania, 7000 Phone 0362818008 Email: admin@indusinstitute.edu.au
Hobart (Delivery Location)	University of Tasmania Law 131, Seminar Room 1, Sandy Bay Campus, Churchill Avenue, Sandy Bay, TAS 7005 Phone 0362818008 Email: admin@indusinstitute.edu.au
Toowoomba (Delivery Location)	Concordia Lutheran College 154 Stephen Street Toowoomba QLD 4350 Concordia Lutheran College Room: D5 and D6 Phone 0730363850 Email: admin@indusinstitute.edu.au

General Enquiry Contact Details:

The following contact details can be used for general inquiries:
Main Reception - Education: 07 3036 3850 or 07 3036 3891

Website: https://www.indusinstitute.com.au/

CONTENTS:

Indus Institute
Professional Year Program

The following course handbook provides vital course information in relation to the Indus Institute Professional Year Program.

This includes:
a comprehensive overview of the course (structure, mode of delivery and learning outcomes), your commitments as a course participant, as well as key support services provided to assist you in your training journey.

<u>Key areas covered:</u>

- Welcome Message
- Course Overview
- Program Structure
- Stage 1 – Indus Coursework
- Stage 2 – Professional (Internship) Placements
- Professional Body (ACS, APYP & EEA) commitments
- Student Code of Conduct
- Indus Course Obligations
- Course Fees, Payments, and Refunds
- How to enrol
- FAQs
- Appendix A – Admissions and Enrolment Procedure
- Appendix B – Participant Code of Conduct
- Appendix C – Academic Conduct, Plagiarism Policy & Procedure
- Appendix D – Complaints and Appeals Policy & Procedure
- Appendix E – Indus Forms
    - Student Agreement Form
    - Complaints and Appeals Form
    - Application for Course Refund Form
    - Application for Special Leave Form

WELCOME TO INDUS INSTITUTE!

Indus Institute PTY LTD is a privately owned training organisation with many years of experience in providing professional training and advocacy in Education & Training.

Indus Institute prides itself in delivering quality programs developed in partnership with industry specialising in bespoke corporate training programs, specialising in Business Management, Employability, and Information Technology.

All of our experienced trainers have vast experience in facilitating corporate and industry-based courses in all of the areas mentioned above and are experienced industry professionals within their own professions.

All training is delivered through our world-class learning management systems, and all face-to-face facilitation is undertaken within modern corporate training facilities central to major transportation hubs, and local shopping districts, as well as parking facilities in or close to our training campuses.

Indus has a proud and reputable reputation with many industries Partners in Australia and Internationally and is a leading provider of student-centred education and training to assist students and graduates in transitioning from academia to gainful employment within their chosen field(s) of expertise.

Culture and Values

Indus Institute embraces all forms of diversity and supports all students and graduates irrespective of their cultural or socio-economic backgrounds and prides itself on being a leading provider of the ACS, Accounting PYP, and EEA Professional Year Program.

- To provide the best possible student experience (in class and online);

- To treat all staff and students with respect, dignity, and integrity;

- To ensure that all staff and students are supported to succeed;

- To ensure that students have the right to quality education, training & support.

The **Indus Institute Professional Year Program** is a non-accredited course that Indus delivers in partnership with the ACS (Australian Computer Society), APYP (Accounting Professional Year Program), and EEA (Engineering Education Australia).

This program is approved by the DHA (Department of Home Affairs) and DET (Department of Education and Training) to help assist international graduates with addressing skills shortages in Australia and assisting them in transitioning into the Australian Workforce.

COURSE OVERVIEW

The Indus Institute Professional Year Program is a 44-week program that offers International graduates in <u>ICT, Accounting, and Engineering</u> an opportunity to undertake a job preparation course known as the "Professional Year Program".

All courses are planned in advance to allow perspective enrolments to choose a day during the week that will suit their availability. All courses are designed for rolling intakes.

<u>Program Outline:</u>

- The program is deemed a full-time course, and all students are encouraged to attend 100% of their classes (in-class), as well as their internship placements.
    - mandatory minimum attendance of 80% - in class participation
    - mandatory minimum attendance of 100% - Internships

- The program focuses on key job search and preparation activities specialising in interpersonal skills such as communication, working autonomously and with teams, teamwork, and collaboration, problem-solving, conflict resolution, time & task management, searching for a job, applying for a job, planning, and preparing for a job interview, attending a job interview, attending networking functions to meet like-minded professionals and to extend your existing professional network.

- All program training outcomes are competency-based activities, aligned to an ACS, APYP and EEA prescribed curriculum and all components of the program <u>must</u> be <u>passed</u> to successfully complete the program.

- The program operates over 44 weeks but also allows for scheduled public holidays and breaks and involves a total of 500 hours of formal engagement over 12 calendar months, with a minimum of 7.6 hours of formal face-to-face delivery required per week.

- The minimum internship hours per week is 22.5 hours per week.

- The program focuses on key job search and preparation activities specialising in interpersonal skills such as communication, working autonomously and with teams, teamwork, and collaboration, problem-solving, conflict resolution, time management, attending networking functions, as well as undertaking fundamental day-to-day work-related tasks.

- Students are required to apply for leave if needed and cannot leave the country without written consent from Indus and the required Professional Body (ACS, APYP, & EEA) whilst their classes are running.

- Leave is only granted for special, emergency, or compassionate leave circumstances which are assessed on a case-by-case basis and must be approved by Indus and the associated Professional Body before leave can be granted.

- If leave is taken without formal consent, this may be deemed as a breach of enrolment, which may lead to course suspension or expulsion as a result as it is directly tied to visa conditions.

PROGRAM STRUCTURE

The Professional Year Program is delivered in two (2) <u>separate stages</u>:

(Stage 1-Indus) Face -to-Face-Total of 250 Hours over 32 weeks
(Stage 2-Indus) Professional Placement-Total of 240 Hours over 12 weeks for ACS, a total of 250 Hours over 12 weeks for APYP and a total of 456-480 hours over 12 weeks

(Stage 1) Face-to-Face - Total of 250 Hours over 32 weeks

Stage 1 of the Indus Professional Year Program involves ten (10) modules that are delivered over 32 weeks with Indus Institute.

Key areas relevant to employability within Australia:

- The assimilation into Australian Culture

- Introduction to the Australian Workplace Culture

- The transition from academia to full-time work

- Occupational Health & Safety rules applicable to the Australian workplace

- The importance of Workplace Relationships and Team Collaboration

- The importance of working with and reporting to managers

- The importance of Communication, Active Listening, Conflict Resolution, and Workplace Professionalism

- The importance of building effective task and time management skills

- The importance of building effective business writing, presentation, and report writing skills

- The importance of building effective job search, preparation, and Interview skills

All students must successfully complete all ten modules prior to the commencement of Stage 2 (Professional Internship Placement)

(Stage 2) Professional Placement - Total of 240 hours over 12 weeks for ACS and 250 for APYP

Internships are an integral part of the Indus Professional Year Program and can only commence once Stage 1 has been successfully completed. It is during internships that the students get the chance to apply their learnings from Stage 1 to a professional work environment.

All Internship placements are the responsibility of Indus to source and arrange prior to commencement. Only existing work arrangements which meet placement requirements are considered for an internship with the approval of Indus and the respective Professional Body.

 All internships must:

- All ACS and APYP placements are delivered over a minimum of 12 consecutive weeks including a minimum of 240 contact hours. (minimum of 3 days a week)

- All EEA placements are delivered over a minimum of 12 consecutive weeks (between 456-480 hrs) of full-time engagement*

- All placements must include supervisory support for the intern and be relevant to their field of study.

- All placements must have a formal agreement and work plan agreed upon between all three parties (intern, host company & Indus) prior to the commencement of the placement.

- All interns are required to treat their internship placements as professional work placements and act in a professional and ethical manner at all times.

PE Online Course (ICT Students only) - Total of 13 weeks

The Australian Computer Society PE (Professional Environments) online course operates in conjunction with Professional Year internship placements and is administered and managed by the ACS.

This online course is used to provide additional training and support to interns whilst undertaking their internship placement as well as provide professional guidance in ICT employment, professional development, and course reflection.

Key Course Outcomes:

- IT Professionalism, Ethics & Code of Conduct
- Navigating the SFIA Skills Framework
- Course & Career Development
- Project Management & Risk Management
- Professional Development & Mentorship

This course is only applicable to participants undertaking the Indus Professional Year Program who are ICT graduates.

EEA Online Orientation (Engineering Students Only)

EEA (Engineering Education Australia) participants are required to undertake the Professional Year in Engineering Orientation course once they have enrolled in the Indus Professional Year Program.

This program provides course information relevant to:

- Course entry requirements
- Attendance Requirements
- Eligibility Check
- Learning Outcomes
- Program Structure
- Assessment Requirements
- Professional Code of Conduct
- Terms & Conditions of the Program
- Engineering Australia Membership & Networking Events
- Stage 1 Competency Standards for Professional Engineers

Your trainer will provide you with the relevant link during your orientation session.

This course is only applicable to participants undertaking the Indus Professional Year Program who are Engineering graduates.

Important!
Each individual stream (ICT, APYP, or EEA) will require their enrolled participants to complete certain reporting or assessment requirements not included within the Indus Institute 32-week program.

STAGE 1: INDUS COURSEWORK
In class training modules.

Face-to-Face Delivery over 32-weeks

Stage 1 of the Indus Professional Year Program involves ten (10) separate business-related modules that are delivered over 32 consecutive weeks with Indus Institute.

PYEAR (Professional Year) must be completed over 12 calendar months, with provisions made for breaks and national holidays.

These modules are specifically designed for graduates who are transitioning from full-time study to full-time employment and provide practical competency-based training and assessments to assist participants to build their professional skillsets and business acumen to confidently enter into the Australian Workforce.

Total Hours of Face-to-Face: 250 hours.

Training Modules:

CPW1 - Performance in Business Meetings	+
CPW2 - Workplace Communication	+
CPW3 - Presentations	+
CPW4 - Business Writing	+
CPW5 - Reporting to Managers	+
EAW1 - Australian Workplace Culture	+
EAW2 - Workplace Relationships	+
EAW3 - Professional Performance	+
EAW 4 - Prepare a Tailored Job Application	+
EAW5 - Interview Preparation	+

CPW1 – Performance in Business Meetings
(Delivered over 4 weeks)

The purpose of this module is for participants to understand the importance of participating in team meetings as well as building the skills essential to building confidence & rapport within the workplace.

Key topics include:

- Identifying the purpose & features of different types of meetings within the workplace
- Understanding meeting etiquette
- Identify key communication styles essential to effective communication.
- Know how to arrange a meeting, set an agenda, write minutes, and apply culturally appropriate language to conduct a meeting.

CPW2 – Workplace Communication
(Delivered over 4 weeks)

The purpose of this module is for participants to gain confidence and the applicable skills in participating in social and work-related conversations through demonstration and role play.

Key topics include:

- Demonstrate culturally appropriate greetings and gestures applicable to undertaking business in a professional manner.
- Learn natural language skills, tone, and body language to build rapport with business clients and co-workers.
- Build rapport using empathy to relate to others.

CPW3 – Presentations
(Delivered over 2 weeks)

The purpose of this module is for participants to learn how to confidently plan and present a work-related presentation in a professional manner.

Key topics include:

- Understand the logical flow and key components of a business presentation
- Demonstrate the use of positive body language, verbal communication, tone, and reflection during a presentation
- Prepare and undertake a professional presentation that engages the audience as well as encourages participation through discussion or questioning

CPW4 – Business Writing
(Delivered over 4 weeks)

The purpose of this module is for participants to learn how to write a professional email or business report.

Key topics include:
- Learn the key constructs and language used to write a professional email.
- Learn the key constructs and language used to write a professional business report.
- Learn how to identify the audience type to determine the correct language and tone to use when writing or replying to an email or business report.
- Learn the importance of correct spelling, grammar, and punctuation when writing a professional email or business report.
- Learn the ramifications of plagiarism and how to avoid plagiarising text.

CPW5 – Reporting to Managers
(Delivered over 2 weeks)

The purpose of this module is for participants to develop confidence and skills to present and articulate information to their managers in a logical and clear manner.

Key topics include:

- Understanding the importance of being able to take and act on instructions communicated by your manager.
- Learn different strategies to remember and break down instructions into manageable tasks to help you understand what the manager is asking you to do.
- Learn how to research and analyse information in a systematic manner in order to report back to a manager in a clear and logical manner.
- Learn how to present your findings in a clear and efficient manner.

EAW1 – Australian Workplace Culture
(Delivered over 3 weeks)

The purpose of this module is for participants to understand the importance of OHS in the Australian workplace and to be familiar with basic WHS laws and EEO employment conditions applicable to each State.

Key topics include:

- Understanding key WHS and EEO employment conditions applicable to the Australian Workplace
- Understand how Australian cultural values can influence workplace behaviour.
- Understand the importance of applying, managing, and monitoring WHS and EEO employment conditions in the workplace.
- Demonstrate the difference between a WHS policy vs. WHS procedure.
- Demonstrate professional behaviour to support WHS and EEO employment conditions.

EAW2 – Workplace Relationships
(Delivered over 3 weeks)

The purpose of this module is for participants to learn the importance of workplace relationships and to develop interpersonal skills that will foster and promote positive relationships through building trust, dealing with conflict, and establishing relationships through social and business-related networking.

Key topics include:

- the importance of social and work-related relationships
- the importance of trust, respect, and open communication in relation to building relationships
- How to deal with difficult co-workers and resolve conflict in a respectful manner
- Understanding appropriate levels of self-disclosure, assertiveness, and the importance of humour in the workplace
- How to establish and foster relationships through social and business-related networking

EAW3 – Professional Performance
(Delivered over 4 weeks)

The purpose of this module is for participants to learn the importance of developing teamwork-related skills along with key interpersonal skills to be effective and proactive members of an innovative team.

key topics include:

- The importance of developing a collaborative and cohesive team and the impact it has at work and on you.
- How to work effectively with teams and build interpersonal skills such as time & task management, weekly planning, working autonomously and in teams, effective communication through active listening, setting respectful boundaries, as well as monitoring and managing your own work performance
- Understand how to apply critical, analytical, and creative thinking to help solve complex problems to assist and support you and your team meet set business goals and objectives

EAW4 – Prepare a Tailored Job Application
(Delivered over 3 weeks)

The purpose of this module is for participants to develop essential skills in preparing a tailored job application specific to a job ad applicable to their skill sets, academic qualifications, and related work experience.

key topics include:

- The importance of customising a job application specific to a job role
- The core function and correlation between a cover letter, resume, and job description document
- Understanding the job application process from the perspective of the employee and employer/hiring manager
- Analysing and breaking down a job ad and job description document to help tailor your own cover letter and resume.

- Understanding the key components of a cover letter and professional resume
- Developing your own personalised professional cover letter and resume

EAW5 – Interview Preparation
Delivered over 3 weeks)

The purpose of this module is for participants to develop the skills and confidence to plan for and undertake a professional job interview.

key topics include:

- the importance of preparing for a job interview
- developing techniques for interview preparation such as researching the job and company prior to the interview, reviewing your submitted cover letter and resume, practicing answering common interview questions, coming up with your own questions to ask during the interview, as well as practice active listening.
- Knowledge of the different stages of an interview
- How to dress & groom for an interview and use positive body language
- How to follow up after a job interview

For further information regarding core learning outcomes and key assessments applicable to Stage 1, please refer to Appendix B – Curriculum Mapping Guide

STAGE 2: PROFESSIONAL (INTERNSHIP) PLACEMENTS

Internships are an integral part of the Indus Professional Year Program and can only commence once Stage 1 has been successfully completed. It is during internships that course participants get the chance to apply Stage 1 learnings to a professional work environment through a professional (work/internship) placement.

The professional placement also provides participants with the opportunity to develop technical skills and knowledge appropriate to their expertise (ICT, Accounting, or Engineering) and in turn, allows them to reflect upon the development of those skills to enhance their workforce capability and gain exposure to the local labour market.

All placements are the responsibility of Indus to source and arrange prior to commencement. Only existing work arrangements which meet placement requirements are considered valid placement with the approval of Indus and the respective Professional Body.

ACS Placement Requirements:

To enter the internship (Professional Placements) component of the Professional Year Program, all participants must:

- All student enrolment information provided by agents must be vetted and processed by Indus' own admissions team prior to student enrolment into the program.

- All placements must be approved by Indus and the ACS prior to commencement.

- All placements must have a formal agreement that all parties (Indus, Intern & Host Company) agree to in the form of an Internship Agreement and individual training plan prior to commencement.
- Participants cannot be placed in an internship without meeting the required site, host company, and internship placement requirements as directed by the ACS.
- All placements must be supervised by a suitably qualified staff member who has at least three years of supervisory experience in an ICT role.
- All interns must be monitored throughout their internship as agreed within the Internship Agreement with extra intervention provisions made if/when required.
- Where a hosting company has 10 or more employees, supervisors must not have more than two PYP interns reporting to them at any one time.
- Indus may engage a third party to help vet, source, and manage an internship for an intern abiding by the same guidelines directed by the ACS but must also monitor the third=party to ensure that they are meeting the required standard of internship and support.

Eligibility Requirements:

To enter the internship (Professional Placements) component of the Professional Year Program, all participants must:

- Be actively enrolled with an ACS-accredited PY Provider.
- Have full work and study rights on their visa as demonstrated by a PYP VEVO Check.
- Have completed all in-class delivery requirements inclusive of the two-week scheduled break (marking period) following formal delivery and deemed competent in all CPW and EAW components prior to internship commencement.
- Participants must agree to the placement process undertaken by Indus (or an external third party) including the vetting and selection process.
- Interns must be in Australia for the entirety of the PY Program inclusive of internship placement and ACS's Professional Environments Online Course.
- Interns may only complete an internship outside their enrolled state or territory if it is paid employment.
- Participants must complete a pre-placement interview to ensure that they are prepared and understand their responsibilities during the placement.
- Prior to placement commencement, all parties (Indus, Intern & Host Company) must agree to the terms and conditions specified within a personalised PY Internship Contract inclusive of tasks to be undertaken for the internship placement (not required for own employment).

Duration Requirements:
To satisfy the requirement of the ACS Professional Year Program, all internships must be:
- A minimum of 220 placement hours over 12 weeks (minimum of 3 days per week)

Permitted Placements:
The following PY Professional Placements are only permitted as directed by the ACS:
- Provider Placement is an internship sourced and vetted internally by Indus or a contracted third party.
- Own Employment is a participant utilising their existing or future paid IT employment as their internship placement. This type of placement is subject to approval from Indus and employment verification.
- ACS WIL Program is a program designed and delivered by ACS to assist students in fulfilling their PY internship component. Interested candidates must be referred by the provider and registered prior to ACS intake dates. Fees are applicable.

Important!

- It is not the participant's responsibility to source their own internship placement.
- Students have the right to refuse a placement providing an adequate reason(s) including, but not limited to, concerns for health and safety, job role/function not suitable to their qualifications and skill sets, or excessive travel to and from placement.
  - If the student's rationale is valid, Indus is obliged to support and facilitate alternate placement arrangements without financial impact on the student. This will be considered by Indus on a case-by-case basis and communicated to the participant during their pre-placement interview.
- There is an expectation that students will be placed in a physical office (on-site), whenever possible. This is to ensure that participants gain experience in an office environment, learning Australian culture and dynamics outside of formal meetings (virtual or in-person) and work tasks.
- Only those students who have not adhered to the terms and conditions outlined within the PY Internship Contract (or failed the internship placement – as deemed by Indus), can be made to pay additional placement and management costs.
- No more than five (5) concurrent students at a hosting company.
- No payments, incentives, or services are to be exchanged or offered by host organisations, students, or providers for the purposes of internship engagement.
- If Indus or ACS identifies such misconduct, the associated person(s) or parties will be investigated and if found guilty, may include program termination, sanctions, or cessation of agreement.

From 1st February 2023, identified internships with less than 12 weeks duration may only be considered due to compassionate and compelling circumstances and written approval from ACS is required prior to commencement.

APYP Placement Requirements:

To enter the internship (Professional Placements) all participants must:

- Be actively enrolled with an APYP-accredited PY Provider.
- Have full work and study rights on their visa as demonstrated by a PYP VEVO Check.
- Have completed all in-class delivery requirements and deemed competent in all CPW and EAW components prior to internship commencement.
- Participants must agree to the placement process undertaken by Indus (or an external third party) including the vetting and selection process.
- Participants must complete a pre-placement interview to ensure that they are prepared and understand their responsibilities during the placement.
- Participants must acknowledge the placement will be determined by Indus and the host company via an interview process prior to placement. Participants cannot choose their own placements nor commence them without approval by Indus and APYP.
- Interns must be in Australia for the entirety of the PY Program inclusive of internship placement as well as the ACS Professional Environments Online Course.
- Interns may only complete an internship outside their enrolled state or territory if it is paid employment and approved by Indus and APYP.
- Prior to commencement, all parties (Indus, Intern & Host Company) must agree to the terms and conditions specified within a personalised PY Internship Agreement

inclusive of tasks to be undertaken for the duration of the placement. This is not required for an "own employment" placement.

Eligibility Requirements:
- All participants must be actively enrolled with an APYP-accredited PY Provider
- Have full work and study rights on their visa as demonstrated by a PYP VEVO Check
- Have completed all in-class delivery requirements and deemed competent in all CPW and EAW components prior to internship commencement.

Duration Requirements:
- A minimum of 250 hours of work experience
- A minimum of 10 weeks (with APYP approval) and a maximum of 16 weeks duration
- A minimum of 15 hours per week and a maximum of 37.5 hours per week
- The standard duration for an internship is 12 weeks at a minimum of 21 hours per week.
- Internships of less than 12 weeks must be approved by the Accounting PYP team and the reason for this placed on the participant file.

Permitted Placements:
- Provider Placed internships are professional placements that are vetted, sourced & managed by Indus which must meet APYP internship requirements.
- Own Employment is a participant utilising their existing paid Accounting Role as their internship placement. This type of placement is subject to approval from Indus and employment verification is required as well as proof of employment.
- Regional Placements are considered if the placement is deemed suitable (i.e., meets APYP placement criteria) and meets all other placement requirements such as meeting site approval and is supervised as required.

Important:
Self-sourced Placements are not permitted. This includes paid or unpaid internships or self-employment. Providers must not offer incentives to participants to source their own internship placements or receive payment or incentives from host companies accepting interns.

Education or Migration agent companies are not acceptable as host companies.

EEA Placement Requirements

The placement of EEA (Engineering Education Australia) Professional Year participants in appropriate industry internships is critical to the success of the Professional Year in Engineering program and to the ability of the participants to gain professional employment in Australia.

Internships should be structured so that the theoretical elements of the Professional Year are incorporated into a practical engineering work situation and should enhance a participant's ability to work effectively in the Australian environment.

It is Indus' responsibility to source and oversee the professional placement component for each EEA participant.

Eligibility Requirements:

EEA participants have:

- enrolled in the Professional Year in Engineering Program through EEA.
- completed the Program Orientation and successfully.
- completed the prerequisite face-to-face classroom components of the Program as determined by Indus.
- The internship is a supernumerary position

Duration Requirements:

- The internship must occur over 12 weeks and be at least 456-480 hours (a standard work week between 38-40 hours).

Permitted Placements:

- Company/Business must be a registered company with an ABN/ACN.
- Suitably located and accessible; with a professional office (i.e., not home office).
- The Host Company does not necessarily need to be engineering based but must contain an engineering function that is supported by internal management and can provide the relevant experience for the intern.
- For potential Host Companies outside of these guidelines, the PY Partner must seek approval from EEA. This includes Host Companies in regional and remote locations.
- Placements in remote locations will be considered by EEA on a case-by-case basis.
- Should a remote placement be acceptable, it is expected that an initial site visit/inspection is conducted in person.

The internship is a supernumerary position.

PB (Professional Body) Requirements:

- All EEA interns are required to develop and demonstrate industry knowledge and skills applicable to their area(s) of expertise as well as those attained during the face-to-face delivery of the Indus Professional Year Program. (6.1.2)
- Indus and any other third-party provider engaged by Indus must meet the minimum internship placement guidelines set by EEA (7.1)
- All Internship host companies must meet the minimum requirements set by EEA in order to be considered viable internship host companies. (7.2).
- Prior to commencement, all parties (Indus, Intern & Host Company) must agree to the terms and conditions specified within a personalised PY Internship Agreement inclusive of tasks to be undertaken for the duration of the placement.
- There must be regular contact between the intern and Indus to help monitor an intern's progress and address issues if/when needed.
- Regular feedback and reinforcement sessions should be scheduled between Indus and the intern.
- Indus must visit the host company internship site at least once during the placement.
- Each host company must assign a supervisor relevant to the field of engineering to monitor and assist each intern during the duration of the placement and are also required to fill out an assessment report during and upon completion of the internship.
- Each host company must have appropriate levels of insurance, as stipulated by EA/EEA, to cover public liability*

Important Note:
The Internship plays a critical role in the Professional Year Program, as the participant cannot complete the Program if the internship does not occur. All Program fees must be refunded to the participant if an internship cannot be arranged (pro rata).

PROFESSIONAL BODY (ACS, APYP & EEA) COMMITMENTS

The following information is an outline of key PB (Professional Body) commitments that course participants are required to meet to be eligible for the program and must complete as a part of their Professional Year journey.

Please be sure to read the section applicable to your specialist stream:

ACS Program Commitments

Entry Requirements:
Applicants must have completed a Bachelor's or higher degree in an IT Major from an Australian tertiary institution and meet the applicable Australian Study Requirement (ASR) prior to commencement.

All applicants must hold a current English Language Test result undertaken within the three years immediately prior to the date of PYear commencement and demonstrate an IELTS score of 6.0 with no bands below 6.0.

Participants enrolling, continuing, and graduating must hold a valid passport and visa that allows full work and study rights whilst undertaking the program.

Prospective applicants who already hold a valid visa are required to hold a minimum of 12 months validity (365 days) from program commencement.

It remains a PY participant's responsibility to complete all Professional Year coursework within the terms of their visa. No visa extensions will be granted to complete the program, nor will any components of the course be fast-tracked or expedited due to visa restrictions or changes in student circumstances.

ACS does not support the Student Visa (subclass 500) including Postgraduate Research for program commencement.

Participants are required to undertake a pre-enrolment interview with Indus to ensure course eligibility, suitability, viability, and ability to commit to the program fully.

Attendance & commitment to VISA conditions:

All ACS participants must:
- Remain onshore in Australia during all active program delivery (e.g., in-class, online, and work-based learning).
- Remain in the State where they were originally enrolled.
- Remain within a reasonable distance of my delivery campus to complete classroom requirements.
- Notify their training provider if they intend to move and/or change their address for any reason. Course participants cannot move or relocate without prior consent from their training provider and the ACS.

- Apply for additional leave if outside of scheduled term breaks or public holidays using the appropriate leave request form (Special, Emergency, or Compassionate Leave).
- Leave applications are reviewed on a case-by-case basis and must be approved by both Indus and APYP before leave can be taken. Participants who take leave prior to approval may result in course delays, suspension, additional fees, and in some cases expulsion from the program.

ACS PE (Professional Environment) Coursework Commitments:
- All students are required to attend an Online Orientation for the ACS PE Online Course once they have enrolled in the Indus Professional Year Program. This is compulsory and completed within the first week of the PE Online course opening. An email will be sent from the ACS to confirm your orientation date. (Online orientation can take anywhere from 30-90 minutes to complete).
- All students must commence the ACS PE Online course while undertaking their internship placement. This includes:
- Introductory Module (Course Overview)
    o Module 1: IT Professionalism, Ethics, and Governance
    o Module 2: Project Management and Risk Management
    o Module 3: Professional Development and Mentorship
- PE Online Orientation (based on the enrolment date submitted to ACS and scheduled for every second Monday of the month)
- Students should start to plan which ACS events they would like to attend to assist with their PE Online Event Reports due at the end of Module 2.
- Students are not permitted to leave the country during PE online studies.
- Duration of Course: 13 weeks (+ 2 weeks marking period).

Important!
ACS Skills Assessment is not an entry requirement for the program, however, should concerns be raised regarding your qualifications and suitability, ACS recommends that you undertake a Temporary Graduate Skills Assessment prior to enrolling into the Professional Year Program for future skills consideration.

Participants can only apply for ACS Skills Assessment upon completion of the Professional Year Program to apply for permanent residency.

ACS may also encourage ACS members to complete surveys or poll PY every 3-12 months after graduation to help ascertain their employment status as a measure of the success of the program.

Course Graduation can only be attained by successfully completing and passing all set coursework (face-to-face modules, Internship placement, and any other assessments or commitments set by ACS).

APYP Program Commitments

Entry Requirements:
- Applicants must have completed one or more Accounting related degrees as a result of at least two years of full-time study with an Australian university, and the degree/s must be on the approved list of courses for international students (CRICOS).
- Participants must have a current IELTS Academic score of 6.0 in each band, or the equivalent score from Pearsons, TOEFL iBIT, or Cambridge Advanced English.
- Participants must hold a 485 visa (or other appropriate visas that has full work and study rights) with a validity of at least 12 months.

- Participants will generally hold a 485 Temporary Graduate Visa (Graduate work stream or Post Study stream) which allows them to undertake the Professional Year Program, as well as have full work and study rights.
- Participants who already hold a visa will require a minimum of 12 months validity on their visa at the time of commencing the Program.
- Participants on a student visa must have completed their principal course of study prior to commencing the Professional Year Program, as well as provide evidence of having applied for a 485 visa or bridging visa, and still have a valid IELTS score of 6 in each band (or equivalent in other accepted English language tests) in order to be accepted.
- If an applicant has completed their degree and wishes to enrol in the program while still on a student visa, we recommend they speak to their university and ask that they contact DHA (Department of Home Affairs) to arrange to have the student visa cancelled.
- Applicants on a bridging visa are eligible to enrol in the program provided they have full work and study rights.
- Participants are required to undertake a pre-enrolment interview with Indus to ensure course eligibility, suitability, viability, and ability to fully commit to the program.

Attendance and commitment to VISA conditions:
All EEA participants must:
- Remain onshore in Australia during active program delivery (e.g., in-class, online, and work-based learning).
- Remain in the State where they were originally enrolled.
- Remain within a reasonable distance of my delivery campus to complete classroom requirements; and
- Notify their training provider if they intend to move and/or change their address for any reason. Course participants cannot move or relocate without prior consent from their training provider and the APYP.
- Participants enrolling on a student or bridging visa must be granted a 485 Temporary Graduate visa by the end of their Program.

APYP Course Commitments:
- Applicants must successfully complete 250 hours of face-to-face delivery and pass all competency-based assessments undertaken with Indus.
- Applicants must successfully undertake and complete an approved internship placement that satisfies all training outcomes and requirements as outlined within the Internship Agreement and Training Plan.
- Participants are encouraged to attend networking events available to Accounting Professionals (via CPA Australia, Chartered Accountants of Australia and New Zealand, and the Institute of Public Accountants)

Important!
Course participants must notify Indus if they intend to move and/or change their address for any reason. Course participants cannot move or relocate without prior consent from their training provider and the APYP.

- Course participants must apply for additional leave if outside of scheduled term breaks or public holidays using the appropriate leave request form (Special, Emergency, or Compassionate Leave).
- Leave applications are reviewed on a case-by-case basis and must be approved by both Indus and APYP before leave can be taken. Participants who take leave prior to approval may result in course delays, suspension, additional fees, and in some cases expulsion from the program.

Important!
Course Graduation can only be attained by successfully completing and passing all set coursework (face-to-face modules, Internship placement, and any other assessments or commitments set by APYP).

EEA Program Commitments:

<u>Entry Requirements:</u>

Participants must:
- hold a Skilled Graduate (Temporary) 485 visa, or
- hold a Bridging Visa A or C for an eligible visa type, or
- Skilled Recognised Graduate 476 visa.
- Achieve an IELTS 7 (or greater) qualification, or
- Be in employment related to their graduate status.
- Commence a professional year program within 18 months of completing formal studies.

<u>All Visa conditions must grant full work and study rights.</u>

Applicants must also have at least 12 months remaining on their visa from the date the program starts and if you have applied for a Skilled Graduate (Temporary) 485 visa, then you must have nominated an engineering ANZSCO code for migration purposes.

EEA accepts valid test results from International English Language Testing System (IELTS), Pearson Test of English (PTE), or Test of English as a Foreign Language (TOEFL).

Participants must also have completed a successful Migration Skills Assessment through Engineers Australia or provide their MSA tax receipt from Engineers Australia if the outcome is still pending.

EEA does <u>not</u> accept Student 500 visas.

<u>Attendance and commitments to VISA conditions:</u>
- Remain onshore in Australia during active program delivery (e.g., in-class, online, and work-based learning).
- Remain in the State where they were originally enrolled.
- Remain within a reasonable distance of my delivery campus to complete classroom requirements; and
- Notify their training provider if they intend to move and/or change their address for any reason. Course participants <u>cannot move or relocate without prior consent</u> from their training provider and EEA.
- Participants enrolling on a student or bridging visa must be granted a 485 Temporary Graduate visa by the end of their Program.

<u>EEA Course commitments:</u>
As an EEA participant you are also required to complete the following core EEA assessments to successfully complete the entire Professional Year Program:
- All EEA participants are required to complete the EEA Online Orientation program once they have enrolled in the Indus Professional Year Program. This is a mandatory requirement that should be undertaken within the 1st week of course commencement.

Indus Institute
RTO 40811

- All EEA participants must also complete a Work Placement Report to successfully complete the Professional Year Program.

The report comprises three (3) sections:
- Sections 1 and 2: Work placement report
- Section 3: Other information

Important!
Course Graduation can only be attained by successfully completing and passing all set coursework (face-to-face modules, Internship placement, and any other assessments or commitments set by EEA).

Students cannot graduate without proof of a successful MSA outcome.

Professional Body Contact Information

If at any stage you need to speak to a Professional Body representative about the course or any issues that you may be experiencing regarding PB course requirements, please use the following contact details.

ACS - Contact Information

ACS Professional Year
ACS Education: Phone: 1800 671 003
Email: professionalyear@acs.org.au

ACS Membership: Phone: +61 (02) 9299 3666
Email: member.services@acs.org.au

ACS Migration Skills Assessment: Phone: +61 (02) 9299
Email: assessment@acs.org.au

APYP - Contact Information

Accounting Professional Year
https://accountingpyp.com.au/

EEA - Contact Information

Engineering Education Australia
Phone: +61 (03) 9321 1700
Email: info@eea.org.au

Online Orientation: https://eea.org.au/professional-year-engineering-orientation

STUDENT CODE OF CONDUCT

This Code establishes the standards of behaviour that must be met by all participants of the Indus Professional Year Program.

Where these standards are not met, appropriate disciplinary action will be taken.
In cases where the breach involves serious misconduct, this may result in summary removal from the Indus Professional Year Program.

In cases where a breach of the policy involves a breach of any law, then the relevant government authorities or the police may be notified.

Basic Principles of Behaviour

All course participants are expected to conduct themselves in a professional, ethical, and responsible manner at all times.

Core Basic Principles of behaviour:

- Lead-by-Example
- Be respectful of others at all times.
- Respect other people's opinions, values, culture, beliefs, religion, and gender or gender identity or language background
- Respect the rules, policies, and procedures put in place to ensure your safety and wellbeing, and the safety and wellbeing of others.
- Respect the rules, policies, and procedures put in place to ensure that all course participants have equal access to training, assessment, and support
- The use of inappropriate language, actions, or behaviour will not be tolerated
- Respect other people's property at all times and theft is a criminal offence

Standards of Conduct

Indus Institute is committed to:

1. supporting the welfare and wellbeing of all course participants, including those about whom a potential student misconduct report is made

2. demonstrating compassion and empathy to course participants and minimising trauma which can be associated with reporting, investigating, hearing, or determining matters which involve harm, including sexual harm, or physical or psychological injury.

3. supporting the wellbeing of persons who are affected by or involved in the reported conduct and making reasonable adjustments where a person requires specific support as a result of their age, disability, sex, gender, or gender identity, cultural, religious, or language background.

4. ensuring that the anonymity, confidentiality, and privacy of reporting course participants as well as respondent and appellant course participants is maintained to the extent practicable

5. transparency where there are specific circumstances in which Indus has an obligation to tell other people internally about a report or to make an external report, which may include providing information that identifies a person.

6. prompt disclosure of any actual or potential conflict of interest by all parties

7. reporting and responding to external authorities where appropriate or required by law.

8. acting on and learning from findings of misconduct, identifying problems, improving services, and addressing underlying causes and trends to prevent reoccurrence, and

9. being guided by a trauma-informed approach for matters involving sexual, psychological, or physical harm.

Course participant conduct matters will:

1. be assessed and managed in a professional and fair manner, with clear communications and processes, in accordance with the principles of procedural fairness, and
2. be determined utilising "the balance of probabilities" as the requisite standard of proof to be applied when determining matters under this policy and corresponding procedures.

   Indus Institute recognises its obligation to support academic freedom and freedom of speech, and to provide the conditions for free inquiry, informed intellectual discourse, and reasoned debate in accordance with the Intellectual Freedom Policy.

Important!

Please be mindful that the Professional Association that you belong to may also have a code of conduct that you as a member should be aware of and adhere to. This and other information regarding the products and services offered through membership should be made available to you when you attend their respective orientation program.

INDUS COURSE OBLIGATIONS
Your Role

As an Indus course participant, you are required to adhere to core operational and administrative tasks throughout the duration of the Indus Professional Year Program.

Please read the following section carefully and be sure to ask your orientation facilitator any questions you may have in regard to the information outlined below.

Contractual Obligations

All Indus course participants are required to abide by the contractual agreement outlined within the "Professional Year Enrolment Agreement", as well as any documents or instructions provided by your associated Professional Body (ACS, APYP, or EEA).

Key Areas to review and adhere to include:
- Terms of Enrolment
- Privacy, Confidentiality, and Trust Agreement
- Code of Conduct (General Conduct, Code of Ethics & Professionalism)
- Attendance & VISA Requirements
- Adhering to course policies and procedures
- Plagiarism, Collusion, and Cheating
- Payment Obligations

Classroom Etiquette

Course Participants:
All course participants are required to adhere to the following rules and guidelines when attending classes (face-to-face & online):

- Must attend classes on time (as scheduled)

- Must notify trainers when running late or not attending a class.

- No smoking or eating in class (water bottles permitted).

- Mobile phones must be placed on silent during class times.

- Explicit language in inappropriate behaviour will not be tolerated.

- All course participants are entitled to x2 15-minute short breaks and x1 30-minute. lunch break during each training day.

- Treat all staff with respect, dignity, and integrity at all times.

- You must adhere to the Indus Code of Conduct at all times.

Any issues in regard to the course training rooms or facilities should be communicated to your trainer. All student administration-related issues should be directed to the Indus Admin Team.

Trainers:

All trainers are required to provide the following services and support to course participants:

- planning, preparation, and teaching of allocated programs to assist course participants in achieving competency in training outcomes.
- engage in critical reflection and inquiry in order to improve knowledge and skills to effectively engage students during class and assist their learning through regular review and feedback.
- ensure the health and safety of all participants attending classes and ensure that all policies and procedures in regard to day-to-day operations (OHS, Fire Emergency & Evacuation plans, etc.) are clearly communicated and adhered to.
- Mark attendance at the beginning of each class, after scheduled lunch breaks, as well as at the end of class.
- Assist course participants with class work and mark progress and completion of set tasks during class times.
- Assist course participants with course-related matters and provide guidance to additional support services if or when needed.
- Treat all course participants fairly, with the utmost respect, dignity, and integrity.
- Ensure that all course participants are provided with the best possible student experience whilst in class and supported to succeed.

Class Attendance & Schedule

Enrolments and class schedules are pre-determined and based on rolling intake dates. This typically dictates your course start date, training schedule, and course end date.

Any non-attendance or deviation from those set dates can prolong the course, the commencement of your professional placement (internship), as well as your graduation.

- All course participants are required to attend all scheduled classes (1 day allocated per week). This is a VISA condition and requirement.

It is your responsibility to arrange any missed classes with the Indus Admin team.
All course modules and assessments must be completed, and all attendance requirements met in order for you to continue on to Stage 2: Professional Placements.

In the event that class numbers do not meet Professional Body requirements, course participants can be merged into another cohort delivering the same content. If this occurs, the Indus Admin team will contact you prior to your next scheduled class.

Course Materials

All course materials are provided by Indus Institute.
You will be provided access to physical and electronic copies of all course materials.

All course materials can be located on the Indus Training Portal.
Upon enrolment, you will receive an email that provides relevant account information to access your coursework and all available training and support resources and services.

Please Note:
Students are required to provide their own laptops (BYOD)
Indus is not responsible for the theft or damage of personal equipment or possessions.

Every campus or delivery location provides all course participants with secure internet access during course facilitation.

Course Assessments

All ten (10) modules delivered throughout your 32 weeks of training with Indus have competency-based assessments that you are required to successfully complete by the end of each module. Satisfactory completion of all set assessments determines your overall competency (pass or fail) in each module.

Each module has 2-4 minor assessments referred to as hurdle assessments which help you gain the knowledge and practical experience to complete a final formal summative assessment for each module which is used to determine competency in that particular module.

Each course module contains relevant information regarding each assessment undertaken. This includes an outline of each assessment task undertaken and an accompanying marking guide to assist in identifying key competency-based learning outcomes.

All students must submit/complete assignments by the date specified by their trainers. Students who cannot submit/complete set work or assessments on time are required to contact their trainers as soon as possible to determine the best course of action in completing outstanding tasks or assessments.

- All agreements in regard to course/task/assessment rescheduling, resubmissions and/or marking must be made in writing (emails acceptable), and the terms and conditions of the assessment or resubmission must be agreed between both parties and supporting evidence must be provided to validate the request for an extension.

- Allowing extensions to coursework or assessments (late work or resubmissions) is at the trainers discretion, and an additional processing and marking fee may be incurred by the student if they have not met the agreed terms and conditions set. Please refer to the "**Indus Course Fees and Fees Schedule**" policy document for more information regarding late submissions fees located within the Indus Policy Handbook.

Penalties for Late Submission:
- Assessments submitted **2 weeks** after the due date will incur a $275 penalty.
- Resubmissions submitted **1 week** after the feedback provided by trainer, will incur a $275 penalty.

Any issues in regard to the course training rooms or facilities should be communicated to your trainer.

All student administration-related issues should be directed to the Indus Admin Team.

Plagiarism

Plagiarism is not tolerated, and all course participants are required to adhere to the Plagiarism Guidelines outlined by Indus Institute.

The following information outlines the key steps Indus Institute will take when plagiarism, collusion, or cheating is suspected or identified.

This is to:
- Ensure that students do not gain an 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.

Use of AI (Artificial Intelligence)
The use of AI (Artificial Intelligence) will be permitted for research and learning purposes only and must be disclosed when being used following the guidelines.

The following terms and conditions in relations to the use of AI (Artificial Intelligence) must be adhered to and any variation of the terms below constitutes unacceptable academic conduct:

Permitted Use: The use of AI technologies will only be permitted for research and learning purposes only. AI cannot be used to generate course

Disclosure: All staff and students using AI technologies for researching or learning purpose are required to disclose their use of AI when completing course assignments and assessments.

> The disclosure of AI must include the technology used to undertake research and learning as well as the links associated Standard referencing notation can be used to indicate where and how the information or learning was attained.

Ethical Practices: AI related research or learning must be undertaken in an ethical and professional manner at all times. AI tools must not be used to generate course assessments or assignments and declare it as your own work.

Education: All Indus staff and students will be required to undertake a professional development activity on the responsible and ethical use of AI (Artificial Intelligence).

> All Staff will be provided the required education in regard to the responsible and ethical use of AI for researching and learning purpose during contract induction/orientation or through scheduled professional development activities.

> All students will be provided the required education in regard to the responsible and ethical use of AI for researching and learning purpose during course orientation.

Detection and Cheating: Indus Institute uses several AI plagiarism checkers available that are specifically designed to detect AI-generated content. These tools use advanced AI algorithms to identify patterns and characteristics that are unique to AI-generated text. Some examples of these tools include GPTRadar, Originally.AI, GPTZero, Turnitin, and CopyLeaks.

Consequences: Anyone who has violated the terms and conditions, will be advised that AI technology has been suspected or detected within a submitted assessment and deemed a major breach of the Indus Academic Code of Conduct

Indus Plagiarism Policy Outline:

1. Indus 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. Indus recognises its responsibility for educating students about what constitutes plagiarism or collusion and cheating in their particular discipline.

3. Indus has a procedure to recognise and counter plagiarism, collusion, and cheating to ensure the integrity of its assessment processes and outcomes, as well as provide course participants with the right to appeal such accusations.

4. Countering plagiarism, collusion, and cheating is the shared responsibility of staff and course participants.

Responsibility of Course Trainers:
- Responsible for explaining referencing, and for identifying and reporting plagiarism, cheating, and collusion.
- Must not engage in any activity whereby they knowingly collude with course participants for the purposes of plagiarism and/or cheating on a set assessment task or during an examination or test.
- Must report suspected plagiarism to the Academic Operations Manager.

Responsibility of Course Participants:
- Avoid plagiarism by clearly referencing the use of words or ideas or other materials of other people in an acceptable format
- Not present work done in collusion with another person or persons as solely their own work.
- 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
- Submit written assessment pieces, including logbooks 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.

Penalties for Plagiarism and Cheating:

- 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.
- A student found plagiarising in the 1st instance will need to re-submit and re-sit the assessment.
- A student found cheating or guilty of plagiarism for a second time will need to re-enrol and repeat the entire PYP Module and pay applicable fees and will be issued an official written warning which will be placed in the student file.
- Students found cheating or guilty of plagiarism for a third or subsequent time, will be asked to meet with the RTO Manager to discuss the potential ramifications of a

third instance of being found guilty of plagiarism. This may result in students being expelled from the program altogether.

For more information regarding Plagiarism and the Complaints and Appeals Process please refer to the following policy documents located in the Indus Training Portal under the Course Policy and Procedures section.

- Academic Conduct and Plagiarism Policy and Procedure
- Complaints and Appeals Policy and Procedure

Making Up for Missed Classes

The Indus Administration Team is responsible for the planning and rescheduling of course make-up classes, however; it is also your responsibility to notify the admin team if you are required to make up missed classes or assessments.

The process used to address missed classes:

- If a student is required to make up a class(es), the admin team will try to place the course participant with the same trainer to make up the outstanding class(es) or assessment(s).

- If, however, this option is not available (i.e., end-of-module or the subject is not currently running), the course participant will be placed into another available cohort to complete the outstanding class(es) and supported by the trainer to do so.

- A cohort transfer process will be required if a student travels offshore outside the scheduled break period or misses 4 classes and more. A fee of $250 will be applicable for any cohort transfer.

- If none of the above options are available, then a full-time trainer will be arranged to assist the participant(s) with completing the outstanding class(es) or assessment(s) to complete the module. This may incur an additional fee for the course participant depending on why they have not met their attendance requirements and is assessed on a case-by-case basis.

If you are at risk of failing due to not meeting course attendance requirements, please be sure to notify the Admin team ASAP to ensure that the Admin team can arrange the necessary make-up classes to satisfy attendance requirements or make the necessary arrangements to academic assistance and support.

Students at Risk

The administration team is responsible for the escalation of "student at risk" notifications to senior management, however; course participants are also required to keep track and seek assistance from the Indus Admin team in arranging alternative classes to make up for absenteeism, incomplete coursework, or failed assessments.

All trainers will also communicate with the admin team when a course participant is deemed to be at risk of not meeting academic standards or attendance requirements.

Process for addressing Students at Risk:

- If a participant is flagged "at risk" the administration team will contact the course participant(s) in question also CCing their trainers into the correspondence to notify the participant that they are at risk of failing a module or assessment and request that the participant contacts the admin team and provides the reason(s) to why this is the case.

- Once the participant has replied to the email, consultation between all parties (course participant-trainer-admin team) will help determine what actions are needed to assist the student in getting back on track. This information is then sent to all parties to ensure complete transparency and agreement on what is needed to support the course participant and address the risks identified.

- If a viable solution cannot be agreed upon by all parties, escalation to the Academic Operations Manager will be required to assist in reviewing the case and facilitating a resolution.

- If the initial trainer cannot assist in helping the student get back on track, the Admin team will arrange for another trainer to assist in providing the student with guidance and assistance in addressing the risks identified. This may incur an additional fee for the course participant depending on why they have not met their attendance or assessment requirements and is assessed on a case-by-case basis.

A periodic check is also undertaken by the Admin team to flag any course participants that are potentially at risk of failing or falling behind on coursework.

If you are at risk of failing due to low attendance or not submitting or passing class assessments, please be sure to notify the Admin team ASAP to ensure that the necessary procedures are being implemented to assist you in getting back on track.

Academic Complaints & Appeals

Indus Institute is committed to providing course participants with a supportive and inclusive learning environment. As part of this commitment, Indus Institute acknowledges that course participant complaints may arise from time to time. Indus Institute recognises that addressing complaints in a respectful, timely and responsible manner and at no cost to course participants, benefits everyone involved and contributes to the continuous improvement of the institute as a whole.

Indus Institute treats disclosures and/or formal reports of sexual harassment and sexual assault as a priority with the safety and wellbeing of course participant's paramount to the institute's response.

There are four (4) key steps Indus Institute can undertake to address student complaints or appeals are as follows:

1. Local Level Resolution
Wherever appropriate and applicable, course complaints should be received, assessed, and resolved as soon as possible through by contacting:

- The trainer in the first instance or
- The Course Administrator or

Note: Indus Institute acknowledges that there may be instances where this step is not appropriate or applicable, for example, if a course participant does not feel comfortable doing so.

2. Formal Written Complaint

If resolution at a local level does not occur or is not appropriate or applicable, the Complainant may lodge a written complaint with Indus Institute for investigation.

Please note: If a complaint is submitted anonymously, it can impact Indus Institute's ability to seek further information and to progress a complaint.

3. Access to Internal Appeal

If the Complainant is aggrieved with the process or outcome of the initial written complaint, they can request an internal review of the decision. This will be dealt with by the CEO and senior management team.

4. Access to External Review

If the Complainant is aggrieved with the process or outcome of the internal appeal, they can request an external review of the decision by an independent body, appointed by the CEO, and paid for by Indus Institute or seek assistance from their associated Professional Body (ACS, APYP or EEA).

For more information regarding the Complaints and Appeals Process please refer to the following policy document located in the Indus Training Portal under the Course Policy and Procedures section.

- Complaints and Appeals Policy and Procedure

Course Feedback & Surveys

All course participants will be asked to complete a poll or survey at some point throughout the Indus Professional Year Journey.

During your 32-week program with Indus, course participants are encouraged to complete online surveys at orientation, week 16, week 32, and at Graduation.

These surveys assist in ensuring that your coursework is up-to-date and to ensure that your course experience is meeting your expectations.

These surveys also assist in gathering important information regarding the quality of the program, its trainers, and resources, as well as fulfilling quality assurance and compliance requirements for the ACS, APYP, and EEA.

Leave Requests

All Professional Year participants must remain onshore in Australia during all scheduled program delivery (e.g., in-class, online, and the entire duration of the internship placement).

Additional leave can be requested outside of scheduled term breaks or public holidays using the appropriate leave request form (e.g., Special, Emergency, or Compassionate Leave Forms).

Important!
All leave applications are reviewed on a case-by-case basis and must be approved by both Indus and your Professional Body (ACS, APYP, or EEA) before leave can be taken.

Participants who take leave prior to approval may result in course delays, suspension, additional fees, and in some cases expulsion from the program. Most applications for leave also incur an administrative fee.

For further details in regard to Leave Requests, please refer to the "**Indus Course Leave Policy and Procedure**" document located in the Indus Training Portal under the Course Policy and Procedures section.

Student Support Services

All Indus students have access to available Student Support Services.

For academic support, course participants can seek assistance from their assigned trainer as the first point of contact. If you are not comfortable expressing your academic issues with your trainer, please reach out to Indus Academic Operations Manager for assistance and support.

For Complaints and Grievances, course participants should be encouraged to seek assistance from their assigned trainer as the first point of contact. If you are not comfortable expressing your complaints or grievances with your trainer, please reach out to the Indus Administration Manager for assistance and support.

Indus is committed to providing assistance to students requiring additional support or advice while undertaking a course at Indus Institute.

Personal Counselling Services are also available to all course participants and staff.
This may take the form of advice or referral to other support services.

Please note that personal counselling services must adhere to the Indus Institute Privacy and Confidentiality Policy.

Personal Counselling services include but are not restricted to:

1. Complaint / Conflict Resolution
2. Stress Management
3. Access and Equity Issues
4. Student Welfare and Support

Additional Support Services

Indus Institute is highly committed to providing and maintaining a safe working and training environment that is without risks to the overall health, safety and well-being of Indus Institute employees and students.

Indus Institute will achieve this by:

- implementing and adhering to a formal Occupational Health and Safety Policy
- Implementing and adhering to a formal Fire & Emergency Policy and Procedure

- Implementing and adhering to a formal Students at Risk Policy and Procedure
- Implementing and adhering to a formal Complaints & Appeals Policy Procedure
- Developing and implementing operational procedures to assist with the prevention and mitigation of any form of discrimination, harassment, or vilification of Indus employees and course participants.
- Upholding the Indus Code of Conduct
- Appointing an OHS/WHS representative to ensure policy execution, adherence, and support.
- Appointing relevant senior staff to address all academic support and welfare related services.
- Providing recommendations to employees and students regarding external counselling services that are not within college's expertise, scope, or authority.
- Keeping employees and students informed of any institute policies and procedures essential to their welfare, support, and safety.
- Keeping employees and students informed of any general security issues or concerns and providing relevant contact information as appropriate.
- Monitoring academic progress and provide support to all students to foster and enable them to achieve their academic objectives.

For more information regarding Student Support Services please refer to the following policy documents located in the Indus Training Portal under the Course Policy and Procedures section.

- Support Services Policy Guide
- Complaints and Appeals Policy and Procedure
- Occupational Health and Safety Policy and Procedure
- Course Administration Guidelines

Additional Support Services regarding external counselling services that are not within college's expertise, scope, or authority, please refer to the following health and wellbeing services listed below.

Additional Support Services —

Other additional support and services that can be referred if/when needed include:

- **Beyond Blue**   24/7 Counselling & Crisis Support (Phone:1 300 22 46 36) https://www.beyondblue.org.au/

- **Lifeline Australia**   24/7 Counselling & Crisis Support (Phone: 13 11 44) https://www.lifeline.org.au/

- **Reachout Australia Mental Health Service & Support** (02 8029 7777), Monday to Friday, 9 am to 5 pm, https://au.reachout.com/

- **headspace**   24/7 Mental Health, Work & Study, Emergency Support Services, (headspace National Office: (03) 9027 0100), https://headspace.org.au/

- **Mensline Australia**   Men's Counselling Service, (Phone: 1 300 78 99 78), https://mensline.org.au/

- **the orange door**   24/7 Family Violence Support Services, https://www.orangedoor.vic.gov.au/

- **1800Respect**   Confidential Information, Counselling & Support Services, (Phone:1800 737 732), https://www.1800respect.org.au/

COURSE FEES, PAYMENTS, AND REFUNDS

Course Payments:

All course participants are required to fulfill their contractual obligations to course payments.

Please refer to your Enrolment Agreement and the Terms and Conditions outlined to assist you with any questions or queries you may have in regard to your payment schedule, how to pay an invoice, and how to request an extension for payment if needed.

Late payments may incur a penalty fee and, in some cases, suspend your enrolment from the Indus Professional Year Program. If you need assistance in regard to course payments, please reach out to the Indus Administration Manager for assistance and support.

Course Fees:

- ACS Professional Year - $12,930
- Accounting Professional Year - $ 9,500
- Engineering Education Australia - $ 15,200 (full payment, or) $ 15,500 (4 instalments over 3 months)

Important!
Both ACS and Accounting Course Fees are paid directly to Indus Institute and include a non-refundable application fee of $250, or if you opt for a payment plan an additional fee of $100 may be imposed*

EEA Course application and course fees are paid directly to Engineering Education Australia

Payment Options:

A tax invoice for tuition fees is issued upon commencement of the program.
Payment may be made by cash, internet transfer, money order, credit card, or bank cheque payable to Indus Institute Pty Ltd.

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 Indus' 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.

Course Fees Schedule:

ITEMS	FEES
Application Fee	$250
ACS Course Fee	$12930
APYP Course Fee	$9500
EEA Course Fee (Paid directly to EEA) *	$15,200 (upfront) or $15,500 (x3 instalments over 4 months)
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
Late Submission/re-submission Fee (coursework/assessments)	$275
Cohort Transfer Fee	$250
Catchup Class Fee (Pre-Scheduled Class)	$275
Catchup Class Fee (Special Class)	$440
Internship Placement Fee (Student Default)	$1000
Graduation Fee (Ceremony)	$150
Graduation Fee	$50
Graduation Re-Issuance Fee	$20
Remote Placement Visit Fee	Remote Placement Visit (Distance from nearest campus destination): Up to: 200 km-$0 201 km to 400 km-$500 401 km to 600 km-$750 601 km And Above-$1000

Course Cancellation and Refund Policy Agreement

<u>PLEASE NOTE</u>: This cancellation, refund policy, and agreement only applies to Fees paid in advance.

Indus Institute Pty Ltd provides a money-back guarantee on delivery training programs based on the following provisions:

- If Indus receives fees paid in arrears, then the refund policy is not applicable.

- The refund policy and procedures apply to those students who pay their fees in advance only.

- Tuition fees and application fees are 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 (pro rata) *

- **Refunds under the above conditions are paid in full to the student within 14 working days**

- In making a contract to enrol the applicant acknowledges the following:
  - That the information provided by the applicant in their application is complete and correct.
  - Participant agrees to be bound by Indus' 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 Indus.
  - Agrees to pay all fees required on or before the due date as notified in writing by Indus or as per the invoice.

- Indus reserves the right to accept or reject any application for enrolment at its discretion.

- Indus 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 course participant are made within 14 working day.

- Should a student cancel/withdraw their enrolment student may be entitled to a refund (less the application fee).

- Course participants must apply in writing to the CEO of Indus Institute stating the reason and supporting documentation in support of the reason.

- Indus Institute will assess this based on the following criterion:
  - Reason for the withdrawal.
  - The length of time prior to the commencement date.
  - Amount of fees and charges that have been paid prior to the commencement/withdrawal.

RTO Default:

Reason for Withdrawl	Amount Refunded
The course is withdrawn by Indus Institute	**Full refund**
Indus is unable to provide the course for which the original offer was made	**Full refund**

Full Fee-Paying Enrolments:

Reason for Withdrawl	Amount Refunded
Course participants who have paid full tuition fees AND Withdraw at least 4 weeks prior to the agreed start date	**A full refund** (Application & Enrolment fee retained by Indus)
Course participants who have paid full tuition fees AND Withdraw less than 4 weeks prior to the agreed start date.	**Indus will retain a non-refundable amount equal to 35% of the full tuition fee** (Application & Enrolment fee retained by Indus)
Course participants 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.	**Indus will retain a non-refundable amount equal to 50% of the full tuition fee** (Application & Enrolment fee retained by Indus)
Course participants who have paid full tuition fees AND Withdraw after completion of the 2nd week of the program.	**No refund will apply, and course participants will be liable for the full tuition fee** (Application &Enrolment fee retained by Indus)
Course participants 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 Indus)

Payment Plan Enrolments:

Reason for Withdrawl	Amount Refunded
Course participants 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 Indus)
Course participants who are on a payment plan AND Withdraw less than 4 weeks prior to the agreed start date.	**Course participants will be liable for 35% of the full tuition fee** (Application & Enrolment fee retained by Indus)
Course participants who are on a payment plan ANDWithdraw after commencement of the program, but prior to completion of the first 2 (two) weeks of the program.	**Course participants will be liable for 50% of the full tuition fee** (Application & Enrolment fee retained by Indus)
Course participants 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 Indus)
Course participants 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 Indus)

COVID-19:

Reason for Withdrawl	Amount Refunded
Course participants who are stranded overseas due to Australian Government Travel Restrictions	**Refunds will be considered on a case-by-case basis** or the course participant may be placed on an indefinite referral*

Please be sure to read the Indus Institute Refund Policy and Procedure v2.pdf policy document carefully and if you have any further questions regarding the policy or your entitlements, please feel free to contact the Indus Admin team.

Email: admin@indusinstitute.edu.au

Course Enrolment

In order to enrol in the Indus Professional Year Program, the following simple steps should be completed:

1. Complete and sign the Student Agreement /Enrolment Form (sample form attached – appendix)

2. Submit your forms along with copies of your identification, and any other information and make payment as arranged

3. When your payment is received and your enrolment is accepted, Indus will provide you with a letter of offer along with a copy of your payment receipt.

PLEASE NOTE:
Indus respects your right to be treated fairly and learn in an environment free of discrimination and racial, sexual, or other harassment. By signing the student contract, you agree to abide by Indus' regulations and code of conduct. All course participants are expected to conduct themselves in a manner that will not discredit themselves or Indus.

Required Enrolment Information

It is important that the following information is accurately noted on your course enrolment application and that if any of this information changes you notify Indus at the earliest opportunity:

- The correct and clear spelling of your name (as specified on your passport)
- Date of birth
- Current residential address
- Current personal email address
- Current and valid mobile number
- Home residential phone number (if available)
- Information regarding any assistance that you may require throughout the course
- Proof of payment of fees (Where applicable)

Important! You are responsible for ensuring that Indus has your most current and up-to-date contact details at all times. Please be sure to notify the Indus Admin team (or your trainer) of any changes within 7 days of change using the Indus "Change of Personal Details" form

Common FAQs

The following section provides basic feedback and responses to common questions that course participants have asked throughout their Professional Year Journey.

Question:	Answer:
How much does the Professional Year cost?	All fees are set by accredited providers however each Professional Body does provide a recommended fee amount to ensure that the delivery of the program supports the overall operational costs and training required to deliver a quality-driven program. EEA is the only Professional Body that has a set program enrolment fee and is responsible for all course enrolment processing and payments. Indus offers the course at a fee of $12,930 (ACS & APYP)
Does completion of the PYear (Professional Year Program) guarantee permanent residency?	**No**, but a person who successfully completes the PYear Program may be awarded five (5) points under an eligible skilled occupation.
Is recognition of prior learning (RPL) available?	**No**, RPL is not available for any component of the PYear.
Does successful completion of the PYear Program guarantee employment?	**No**. The aim of the professional program is to prepare recent ICT graduates with the work skills required for a career in Australia. It does not guarantee job placement.
Can I work while I complete the PYear Program?	**Yes.** This is dependent on your VISA terms and conditions. Please be sure to contact someone from DHA (Department of Home Affairs) to help clarify the amount of work that is permissible based on your VISA type and conditions.
What are my time commitments to the Indus course?	You are required to attend all scheduled classes throughout the 32-week program. 100% attendance is required to meet your VISA requirements. You are required to attend 1 full-day class per week (a total of 8 hrs per day excluding breaks and allocated lunch period).

Am I required to do additional classwork outside of scheduled class times?	**No.** All class activities and assessments have been scheduled within the allocated class times. You are however encouraged to undertake additional training or professional development outside of scheduled class times to assist you in preparing for your professional placement and full-time employment.
What happens if I have trouble paying my tuition fees?	If at any stage you are unable to make your payments due to financial hardship please reach out to the Indus Accounts team as soon as possible so that they may be able to suggest or arrange a short-term payment plan to assist you in continuing with your program. Please refer to the "Fees, Payment and Refund" section of the Indus Professional Year Orientation Program or your Student Handbook for more information.
If I disagree with a grade I have received for an assessment, can I contest this?	**Yes**. In the first instance, you should approach your trainer respectfully and ask for an explanation as to why you received the grade. If after this has been explained, you genuinely believe that the grade is not justified you can request for another trainer to review the assessment in question to provide comments and feedback regarding the grade. If this still does not meet your satisfaction, a formal grievance or complaint can be submitted. For further information please refer to the "Course Policies and Procedures" section of the Indus Professional Year Orientation Program or your student handbook for more information.
If I have a grievance or issue with a trainer or a fellow course participant what can I do?	In the first instance, you should seek the assistance of your trainer. If for whatever reason(s) you do not feel comfortable doing this, please refer to the Indus **"Course Policies and Procedures"** section of the Indus Professional Year Orientation Program for further details or your student handbook for more information.

If I miss a class or assessment what does that mean?	Particpants who have missed or not passed required assessments can arrange an alternative day or time to make up missed classes or to resit or redo failed assessments. This may incur additional costs. Please seek the advice of your trainer in this matter and refer to the "**Course Obligation**" section of the Indus Professional Year Orientation Program for further details regarding missed classes and students at risk, or your student handbook for more information.
If I need to take time off during scheduled class times what should I do?	All Professional Year participants must remain onshore in Australia during all scheduled program delivery (e.g., in-class, online, and the entire duration of the internship placement). Additional leave can be requested outside of scheduled term breaks or public holidays using the appropriate leave request form (e.g., Special, Emergency, or Compassionate Leave Forms). **Leave applications are reviewed on a case-by-case basis and must be approved by both Indus and your Professional Body (ACS, APYP, or EEA)** before **leave can be taken**. Participants who take leave prior to approval may result in course delays, suspension, additional fees, and in some cases expulsion from the program. Most applications for leave also incur an administrative fee. For more information regarding leave requests, please refer to the "**Course Obligations, Leave Requests**" section of the Indus Professional Year Orientation Program or the Student Handbook.

APPENDIX A - ADMISSIONS AND ENROLMENT POLICY AND PROCEDURE
Indus Professional Year

1. PURPOSE OF POLICY

The Admissions and Enrolment Policy and Procedure document is designed to ensure that all prospective students are fully informed of all enrolment and course entry requirements, as well as to ensure that all potential students meet set requirements as directed by DHA and the relevant governing bodies (ACS, APYP & EEA).

This policy document provides information on the pre-enrolment process and admissions requirements.

2. RESPONSIBILITY

The administration Manager is responsible for the implementation of this document, and for ensuring that staff and course participants are aware of its application and requirements.

This policy applies to course participants undertaking the Professional Year Programs at Indus Institute and is made available to students within the PY Student Handbook.

3. Definitions and Abbreviations

ACS	Australian Computer Society
APYP	Accounting Professional Year Program
BYOD	Bring Your Own Device
DHA	Department of Home Affairs
EEA	Engineering Education Australia
LMS	Learning Management System (Moodle)
PY	Professional Year
SMS	Student Management System

4. REQUIREMENTS

Indus Institute manages all student enrolment applications into the Indus Professional Year Program. This includes the entire enrolment process including the: expressions of interest, applications, enrolment processing, enrolment letter of offers, any relevant automated emails and letters regarding admissions and enrolment, and the generation of a unique student ID for prospective students into the SMS (Student Management System).

The only exclusion to the above process is EEA course participants. All EEA course enrolments and payments are processed and managed by EEA.

The overall admissions and enrolment process can be summarised as follows:

4.1. INITIAL APPLICATION LODGEMENT INCLUDES THE FOLLOWING ENTRIES:

- Applicant details
- Course & location
- Intake date (selected from available options)
- Upload required copies of certified documents.
- Visa
- Vivo Status
- Passport (copy of)
- English Language Proficiency Test Report (IELTS/PTE)
- Academic Transcript
- Academic Award
- Student Evaluation Survey
- Skills Assessment (if/where required only, i.e., APYP, EEA course enrolments)
- Application submitted (by student, Indus, or Agent)

4.2. APPLICATION PROCESSING (ADMISSIONS TEAM)

Alert received by Admissions team when:

- New application lodged.
- Changes to existing application are made.

Applications will be assessed by the Admissions Team to:

- Review Applicant details
- Confirm availability within course selected (Intake date)
- Review documents submitted.

If applicant is deemed ineligible – application rejected (Applicant informed of outcome and reasons)

If insufficient information to determine eligibility – application set to 'Pending' (Applicant informed of status and if additional details required)
If application is modified, it is reviewed again (selected intake must be open – modified application maybe changed to a later intake)

If application remains 'Pending' for 14 days after selected intake – application rejected (Applicant informed of outcome and reasons)

If application deemed most likely to be eligible – **progress to next step.**

4.3. CONDITIONAL OFFER
If Applicant eligible for the program:

- Generate Conditional Offer letter which also includes the requirement to attend pre-enrolment session.

- Provides the date, time & location of the pre-enrolment session.

- Provides the starting date of the intake period.

- Includes a list of all (if any) eligibility documents outstanding.

4.4. PRE-ENROLMENT SESSION
- Applicants attend the pre-enrolment session prior to commencing classes.

- Date/Time details included on Conditional Offer of Enrolment letter.

- Report generated to include details of applicant scheduled to attend the session.

BEFORE SESSION COMMENCES:
- Attendance is checked against the report on arrival (1 on 1 meeting)

- Offer of enrolment letter confirmed.

- Outstanding documents (if any) identified · obtained on the day when possible & system updated.

- Ensure Applicants understand which documents are outstanding (if any)

- Ensure Applicants understand how to obtain & provide these.

- Ensure Applicants understands that they will not commence classes until all documents submitted and their enrolment is completed.

ON SESSION COMMENCEMENT:
- Introduction to Indus and the Professional Year Program

- Campus map provided along with Safety issues addressed.

- Cover pre-enrolment requirements to ensure the program is suitable.

- Provide detailed information regarding the program and its delivery requirements:

  - Program Dates (course commencement & completion dates, class schedule & times, scheduled course breaks and public holidays, survey dates, pre-internship interview date, internship commencement and completion date,

commencement of Professional Body course and assessment activities (if applicable) and the planned course graduation date)

- Course delivery sequence (ACS, APYP or EEA participant)
- Course Fees
- Course Requirements in regard to attendance, leave, competency-based assessments & Internships
- Course Learning Outcomes
- Participant Code of Conduct
- Professional Body Membership and Commitments

- Provide time for a Q&A Session
- Confirming eligibility by undertaking a pre-enrolment interview and signing a pre-enrolment agreement
- Complete necessary paperwork to finalise enrolment.
- Terms & Conditions of enrolment explained.
- Applicant completes and signs enrolment form & makes payment.
- Applicant details entered into SMS to generate:
    - Student Account (ID)
    - Confirm course commencement date.
    - Official Letter of Offer
    - Copy of Student Handbook

ADDITIONAL CONSIDERATIONS

- Applicants are offered a full refund of any fees paid if they decide the program is not suitable for them by the end of pre-enrolment orientation. If they advise so, their applications are cancelled.
- Applicants can attend the pre-enrolment session before submitting all required documents.
- Student enrolment process is not finalised until after the pre-orientation session and when all enrolment eligibility requirements are met.

If all of the above has been completed and checked for eligibility – **progress to next step.**

4.5. ENROLMENT

- All eligibility requirements are finalised.
- SMS updated accordingly.
- Course participants are provided a copy of the official letter of offer which provides:
    - Course Details
    - Commencement Date

- Email relevant to online access to course resources (LMS) and email account

5. REVIEW
This policy is scheduled for review annually.

APPENDIX B - PARTICIPANT CODE OF CONDUCT
Indus Professional Year

At Indus Institute we require that all of our program participants conduct themselves according to the highest standards of ethics, integrity, and behaviour when dealing with our trainers, program partners, and host company providers. This includes, but is not necessarily limited to, full compliance with all legal obligations imposed by statute or any other source of law.

All course participants are expected to conduct themselves in a professional, ethical, and responsible manner at all times.

Core Basic Principles of behaviour should include:
- Lead-by-Example
- Be respectful of others at all times.
- Respect other people's opinions, values, culture, beliefs, religion, and gender or gender identity or language background
- Respect the rules, policies, and procedures put in place to ensure your safety and wellbeing, and the safety and wellbeing of others.
- Respect the rules, policies, and procedures put in place to ensure that all course participants have equal access to training, assessment, and support.
- The use of inappropriate language, actions, or behaviour will not be tolerated.
- No bullying (physical, emotional, verbal, text or online) or aggressive behaviour will be tolerated.
- Please respect other people's personal items and possessions, and theft is considered a criminal act.

STANDARDS OF CONDUCT

Indus Institute is committed to:
1. supporting the welfare and wellbeing of all course participants, including those about whom a potential student misconduct report is made.
2. demonstrating compassion and empathy to course participants and minimising trauma which can be associated with reporting, investigating, hearing, or determining matters which involve harm, including sexual harm, or physical or psychological injury.
3. supporting the wellbeing of persons who are affected by or involved in the reported conduct and making reasonable adjustments where a person requires specific support as a result of their age, disability, sex, gender, or gender identity, cultural, religious, or language background.

4. ensuring that the anonymity, confidentiality, and privacy of reporting course participants as well as respondent and appellant course participants is maintained to the extent practicable

5. transparency where there are specific circumstances in which Indus has an obligation to tell other people internally about a report or to make an external report, which may include providing information that identifies a person.

6. prompt disclosure of any actual or potential conflict of interest by all parties

7. reporting and responding to external authorities where appropriate or required by law.

8. acting on and learning from findings of misconduct, identifying problems, improving services, and addressing underlying causes and trends to prevent reoccurrence, and

9. being guided by a trauma-informed approach for matters involving sexual, psychological, or physical harm.

Course participant conduct matters will:

1. be assessed and managed in a professional and fair manner, with clear communications and processes, in accordance with the principles of procedural fairness, and

2. be determined utilising "the balance of probabilities" as the requisite standard of proof to be applied when determining matters under this policy and corresponding procedures.

Indus Institute recognises its obligation to support academic freedom and freedom of speech, and to provide the conditions for free inquiry, informed intellectual discourse, and reasoned debate in accordance with the Intellectual Freedom Policy.

COURSE PARTICIPANT CONDUCT

Course participant conduct may be subject to prohibitions, restrictions, or conditions imposed by:

1. law; or

2. the reasonable and proportionate regulation of conduct necessary to enable Indus Institute to discharge its obligations about its:
    1. teaching and research activities.
    2. duty to foster the wellbeing of other course participants and staff.
    3. legal duties; or
    4. reasonable requirements as to programs and courses to be delivered and the means of their delivery.

3. Any academic, disciplinary, and professional standards outlined by Indus Institute and their delivery partners (ACS, APYP, and EEA) apply to the production of academic work and assessment, as well as the participants undertaking the course.

This Code establishes the standards of behaviour that must be met by all participants of the Indus Professional Year Program.

Where these standards are not met, appropriate disciplinary action will be taken.

In cases where the breach involves serious misconduct, this may result in summary removal from the Indus Professional Year Program.

In cases where a breach of the policy involves a breach of any law, then the relevant government authorities or the police may be notified.

APPENDIX C - ACADEMIC CONDUCT, PLAGIARISM POLICY & PROCEDURE
Indus Professional Year

Indus Institute is responsible for upholding academic integrity through its policies and procedures, plans and activities.

This Policy document sets out the principles, responsibilities, and practices that underpin Indus Institute's commitment to promoting and upholding academic integrity.

Academic integrity is vital to sustain ethical standards in all aspects of academic activities.

SCOPE OF POLICY:

This Policy applies to all applicants seeking admission to the Indus Professional Year Program as well as those undertaking the program.

This Policy also applies to all trainers and staff engaged in the learning, teaching and support of the Indus Professional Year Program and should be read in conjunction with Indus Institute's rules, policies, and procedures relevant to academic conduct.

This is to ensure that:

- Course participants do not gain an unfair advantage by plagiarising, colluding, or cheating at any time during their learning and assessment.
- Indus takes responsibility for informing course participants and staff 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/Professional Body assessment protocols.

ACADEMIC INTEGRITY PRINCIPLES:

Academic integrity informs our behaviour and actions in learning, teaching, and research as follows:

- academic integrity is fundamental to learning, teaching, research, and discovery at Indus Institute. It involves using, generating, and communicating information in an ethical, honest, and responsible manner.
- Indus Institute is committed to fostering a collective culture of awareness and development that empowers all staff and students to become champions of academic integrity; and
- academic integrity is a commitment to and active engagement with the six interconnected values of: honesty, respect, trust, responsibility, fairness, and courage in academic activities.

ACADEMIC INTEGRITY VALUES

Indus Institute expects the following academic integrity values to be applied by staff and course participants engaged in learning and teaching:

- **Honesty:** the foundation of integrity and the prerequisite for full realisation of trust, fairness, respect, and responsibility, encouraging openness, and acknowledging / giving credit where required.
- **Respect:** valuing diversity, being inclusive, listening to others' viewpoints, and treating others fairly in a context of academic freedom as expressed in the Indus Course Code of Conduct.
- **Trust:** reciprocal, and refers to being reliable, applying academic standards unfailingly and fairly, and acting with genuineness.
- **Responsibility:** being proactive, taking ownership, and holding oneself and others accountable.
- **Fairness:** communicating clear and reasonable expectations, acting predictably and transparently, responding consistently (including impartial treatment), and engaging equitably; and
- **Courage:** a willingness to hold oneself and others to highest standard of academic integrity even in challenging circumstances.

ACCEPTABLE ACADEMIC CONDUCT

Acceptable academic conduct refers to the practice of completing academic work responsibly, honestly, and in an appropriate academic style, employing suitable referencing, and acknowledging all information sources.

Acceptable academic conduct is supported by, but not limited to, the following acceptable academic activities in learning and teaching, and research:

ACCEPTABLE ACADEMIC CONDUCT	
Authorship	recognises the contributions of those who have provided content or who have been involved in a work or research. An author is an individual who has made a substantial intellectual or scholarly contribution to a work or research and its output.
Proofreading	is the process of evaluating the technical correctness of written work produced by other author(s) and may include identifying basic errors in grammar, spelling, and punctuation. Proofreading does not involve rewriting the text, changing the words of the author(s), or rearranging the structure of the text. A proof- reader may identify errors, but it is important that the author(s) make the actual corrections, as this practice will contribute to improving academic practice. While it is acceptable to have work proofread, Indus does not endorse any commercial proofreading services.
Editing	is the process of checking and suggesting changes to a text which extends beyond proofreading. While it is acceptable for a third party to advise on ways to improve a paper, the author(s) must make the changes themselves.
Referencing	is a system used in academic assignments to indicate which sources, evidence, ideas, theories, facts, or any other information can be attributed to other authors. It can be used in both spoken and written work.

ACCEPTABLE ACADEMIC CONDUCT	
Acknowledgement	is a means of identifying the contributions of others that do not justify the attribution of authorship.
Collaboration	is a form of cooperative learning where two or more staff / students work together to produce an outcome or output.
Group Work	is a type of assessment task that requires collaboration between students. The assessment task must clearly outline which items or aspects are permitted to be the result of student collaboration.
Data Management	is the practice of managing data to support and enable learning, teaching, and research. It involves planning and making decisions about how to collect, organise, maintain, store, back-up, preserve, and share data throughout its lifecycle.

UNACCEPTABLE ACADEMIC CONDUCT:

Unacceptable academic conduct may lead to an allegation of an academic integrity breach. An academic integrity breach is a failure to apply the principles of academic integrity.

A breach of academic integrity includes, but is not limited to, the following:

UNACCEPTABLE ACADEMIC CONDUCT	
Contract Cheating	Contract cheating is a type of illegal commercial cheating. It involves getting someone else to complete part or all of your work and then submitting the work as if you had completed it yourself. This can include asking someone else to sit an exam for you or having them write an essay, report, or some other kind of assignment, which is sometimes referred to as 'ghost-writing'. Actions that support illegal contract cheating services are also considered as another form of cheating and a breach of academic integrity. This includes students uploading teaching materials such as practice exams, lecture slides and assignment questions to websites. Using, offering, or advertising academic cheating services is illegal and may lead to fines and penalties in accordance with the Prohibiting Academic Cheating Services Bill 2019.
Collusion	Collusion involves engaging in illegitimate cooperation with one or more other students to complete assessable work. This is different to working on group assignments that are set by your teachers. Examples of illegitimate cooperation include working with a friend or group of friends to write an essay or report that is meant to be an individual piece of work. It can also include sharing quiz or test questions and answers with other students, as well as written assessments like reports and essays. Illegitimate cooperation can unfairly advantage a course participant or group of course participants over others. Course participants should also never share their work with others as there is a risk the person you share it with could upload it to an illegal commercial service or circulate it to others.
Deception	is knowingly providing false or misleading information to others or Indus Institute.
Exam Cheating	Exam cheating includes: • writing 'cheat notes' on your body or materials you take into the exam room attempting to copy from other course participants • communicating with other course participants or people outside the exam venue or by using technologies while the exam is in progress using electronic devices to access information related to the exam while it is in progress • bringing prohibited items, such as unapproved calculators or textbooks into exams.
Fabrication	Fabrication involves making up information for research-focused assessment tasks, such as experimental or interview data. It can also include inventing sources

UNACCEPTABLE ACADEMIC CONDUCT	
	of data, evidence, or ideas by citing publications that are incorrect or that simply don't exist.
Impersonation	is a form of cheating whereby an individual pretends or assumes another individuals' identity, or a substitute person is used for the purposes of providing/gaining an advantage.
Obstruction	is behaving in a way that intentionally and inappropriately impedes, interferes, or limits the academic opportunities of another person or their access to educational resources.
Plagiarism	Plagiarism is submitting work that is not your own without acknowledging, citing, or referencing the original source of the work. It doesn't matter whether this is done accidentally or on purpose, whether the words are changed or simply copied and pasted. When another person's thoughts and ideas are being used, the source material must be properly referenced.
Sabotage	is acting to prevent or hinder another person from completing an academic exercise to the best of their abilities including by making information or material unavailable to others or disrupting or destroying a person's work so that the person cannot complete an academic activity successfully.
Self-Plagiarism	is unacknowledged use of material that an individual has previously published or submitted. It is the replication of work already completed without appropriate referencing.
Recycling & Resubmitting Work	Involves submitting (or resubmitting) work that has already been assessed, without your teacher's permission. For example, submitting or resubmitting a report that you were graded on previously as part of your work. If you want to build on your previous work, you should discuss this first with your trainer first to ensure that you are not in breach of academic conduct.

PLAGIARISM

Plagiarism is not tolerated, and students are required to adhere to the Plagiarism Guidelines outlined by Indus Institute.

The following describes the steps Indus Institute will take when plagiarism, collusion, or cheating is suspected or identified.

This is to:
- Ensure that students do not gain an unfair advantage by plagiarising, colluding, or cheating at any time during their learning and assessment.
- Ensure that Indus 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 Indus assessment protocols.

INDUS PLAGIARISM POLICY OUTLINE:

Indus Institute requires all course participants to submit work that is their own and considers plagiarism (as well as all other forms of unacceptable academic conduct) constitute academic misconduct for which penalties may be applied.

Indus Institute recognises its responsibility for educating course participants about what constitutes plagiarism or collusion and cheating in their particular discipline.

Indus Institute has established a procedure to recognise and counter plagiarism, collusion, and cheating to ensure the integrity of its assessment processes and outcomes.

Countering plagiarism, collusion, and cheating is the shared responsibility of training staff and course participants.

TRAINER/ASSESSORS:
- Are responsible for explaining referencing, and for identifying and reporting plagiarism, cheating, and collusion.
- 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.
- Must report suspected plagiarism to the Academic Operations Manager and the admissions team so that the breach in policy can be recorded and dealt with accordingly.

COURSE PARTICIPANTS
must:
- Avoid plagiarism by clearly referencing the use of words or ideas or other materials of other people in an acceptable format.
- Not present work done in collusion with another person or persons as solely their own work.
- 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.
- Submit written assessment pieces, including logbooks and group work, with an attached Indus Assignment Attachment Sheet signed by the course participant(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.

PENALTIES OF PLAGIARISM AND CHEATING

- Course participants who are found cheating or guilty of plagiarism in any form of assessment will be deemed "Not Yet Competent" for the relevant Unit of Competence.
- A course participant found plagiarising in the 1st instance will need to re-submit and re-sit the assessment.
- A course participant found cheating or guilty of plagiarism for a second time will need to re-enrol and repeat the entire PYP Module and pay applicable fees and will be issued an official written warning which will be placed in the student file.
- Course participants found cheating or guilty of plagiarism for a third or subsequent time, will be asked to meet with the RTO Manager to discuss the potential ramifications of a third instance of being found guilty of plagiarism. This may result in students being expelled from the program altogether.

APPEALS PROCESS:

If course participants are caught undertaking activities that are considered to be academically dishonest (such as cheating, acts of plagiarism, acts of fabrication, recycling content, colluding, and falsifying data) your continued enrolment could be seriously affected.

The severity of penalties imposed depends on whether it is considered a minor or major breach of the policy. In most first plagiarism instances, course participants will be asked by their trainers to resubmit an assessment if it has been deemed plagiarised.

If plagiarism continues the following may occur:
- Course participant may fail the module outright and be expected to re-enrol into the module at their own cost.
- Repeated offences of plagiarism may result in suspension or in extreme circumstances – removed from the course indefinitely.

WHAT CONSITUTES A MINOR BREACH

Minor breaches of academic integrity include, but are not limited to:
- incidental plagiarism (inadequate, incorrect, or inconsistent citation and/or referencing of sources, paraphrasing too close to the original) including minor copying of material, such as copying up to a few sentences (note that this may sometimes be inadvertent, for example, if you mistake a verbatim transcript in your notes as your own words)

- copying of a small number of answers to questions at the end of laboratory practicals.

Minor breaches are handled by the Academic Operations Manager, who will grade your assessment item as appropriate to the assessment criteria and provide an explanation for the result. The Academic Operations Manager may also interview you and explain the standards which are required and what must be done to ensure that those standards are met in the future.

WHAT CONSITUTES A MAJOR BREACH

Major breaches of academic integrity are more serious. You will receive a letter detailing the allegations of your misconduct and be invited to attend a meeting with the Indus Senior Management Team.

You may attend this meeting alone, take a support person or appoint someone else to attend for you. The Senior Management Team then looks at the evidence of the misconduct and, if proven, will consider the penalties for the misconduct.

If in the event you do not agree with the outcome of the outcome (i.e., I did not plagiarise. This is my own work, in my own words), you may ask your trainer to have the assessment reviewed or re-assessed by an independent trainer to help determine if the assessment has been graded correctly.

Again, if the assessment is still deemed as plagiarised, you will be asked to resubmit the assessment or if this is recorded as another instance of plagiarism you may fail the module outright and be expected to re-enrol into the module at their own cost, or in the instance of repeated offences of plagiarism, you may be suspension or in extreme circumstances – removed from the course indefinitely.

The only other recourse offered to course participants accused of plagiarism who genuinely believe that the decision(s) have been unfair or unjust (and have already exhausted all of the above process mentioned above) is to submit a formal complaint.

If you are penalised for academic misconduct, you have the right to appeal the decision but must do so within 10 working days of the date of your letter advising of the outcome.

For further details regarding the complaints and appeals process please refer to the **Indus Complaints and Appeals Policy and Procedure.**

APPENDIX D - COMPLAINTS AND APPEALS POLICY AND PROCEDURE
Indus Professional Year

SCOPE OF POLICY:
The main purpose of this Policy is to provide a framework within which:

- Course participant may lodge complaints and appeals with Indus Institute. and how
- Indus Institute deal with all complaints and appeals.

This policy applies to all Indus course participants, staff, contractors, third-party service providers and visitors involved in a student or student-related complaint or appeal.

This policy also applies where a complaint relates to a decision-making process applied under another policy, where it provides an alternative appeal or means of complaint process.

Indus Institute is committed to providing course participants with a supportive and inclusive learning environment. As part of this commitment, Indus Institute acknowledges that course participant complaints may arise from time to time. Indus Institute recognises that addressing complaints in a respectful, timely and responsible manner and at no cost to course participants, benefits everyone involved and contributes to the continuous improvement of the institute as a whole.

Indus Institute treats disclosures and/or formal reports of sexual harassment and sexual assault as a priority with the safety and wellbeing of course participant's paramount to the institute's response.

Terms & Definitions:

ACS	Australian Computer Society
APYP	Accounting Professional Year Program
CEO	Chief Executive Officer
Contractors	Third party contractors carrying out services on Indus Institute's behalf.
Corrective Action	Action taken to address an issue or resolve a complaint or appeal.
EEA	Engineering Education Australia
Final Decision	The written decision of the CEO (or delegate) as to whether or not to accept and/or implement the recommendations made in an External Review Report, which includes the reasons for the decision.
Third-Party Providers	Third party providers who deliver internships under Indus Institute's auspices.

POLICY PRINCIPLES:

In managing course complaints and appeals, Indus Institute is guided by the following principles and best practice guidelines:

Access: Indus Institute will provide an accessible, well publicised, and transparent complaint handling process. Course participants may lodge a complaint or appeal at no financial cost and Indus Institute staff will actively provide them with assistance about the process.

Fairness: Complaints will be properly investigated, dealt with on their merit, and managed in an objective and unbiased manner. Complaint examiners will afford procedural fairness to all parties to a complaint.

The complaints and appeals process will provide avenues for review of the complaint outcome by people other than the original decision maker.

Respect: Course participants making complaints and other people involved in the complaint and appeals process will be treated with respect and engaged in the process as far as practicable. Indus Institute will take all reasonable steps to ensure that Complainants are not adversely affected because of a complaint made by them or on their behalf.

Support: Course participants will be able to have advocacy and support during the complaints and appeals process and Indus Institute will provide relevant student support services for Complainants if required.

For vulnerable cohorts, Indus Institute will consider dealing with a guardian, friend, advocate, or nominee who acts on behalf of a Complainant. The person's authority to act on the Complainants behalf may need to be verified if personal information is involved.

Privacy and Confidentiality: All steps of handling a complaint should be adequately documented but the organisation should comply with all relevant privacy laws when managing a complaint.

Complaints and appeals information should be reported on a de-identified basis and private or confidential information about any individual should be kept confidential and only used or referred to where this is necessary to address the complaint.

Continuous Improvement: Responding to and learning from complaints is an essential part of Indus Institute's commitment to continuous improvement and the institute will use this information to evaluate and improve programs and services, inform decisions about future delivery, and foster better interactions between the institute, staff, and course participants.

APPLICATION:

This policy applies to Complainants that are:
- lodged by current and prospective course participants of Indus Institute which relate to their period of enrolment or prospective enrolment in the preceding 12-month period; or
- former course participants at Indus Institute whose enrolment ended no more than 12 months before the date a complaint is lodged; and
- express dissatisfaction with the quality of an action taken, decision made or service, or a delay or failure in providing a service, taking an action, or making a decision by:

  - Indus Institute.
  - Indus Staff.
  - Contractors & third-party providers.
  - products or services provided by any one of the above; and
  - other course participants.

The CEO or their delegate have absolute discretion to extend the application of this policy to include complaints beyond the 12-month periods as outlined above.

COMPLAINTS & APPEALS FRAMEWORK

STEP 1	STEP 2	STEP 3	STEP 4
LOCAL LEVEL RESOLUTION (on campus)	**FORMAL WRITTEN COMPLAINT**	**ACCESS TO INTERNAL APPEAL**	**ACCESS TO EXTERNAL APPEAL**
Complaint received, assessed & actioned by trainer or campus administrator	If resolution at a local level does not occur or is not appropriate or applicable, the Complainant may lodge a written complaint with Indus Institute for investigation	If the Complainant is aggrieved with the process or outcome of the initial written complaint, they can request an internal review of the decision. This will be dealt with by the CEO and senior management team.	If the Complainant is aggrieved with the process or outcome of the internal appeal, they can request an external review of the decision by an independent body, appointed by the CEO, and paid for by Indus Institute or seek assistance from their associated Professional Body (ACS, APYP or EEA).

COMPLAINTS & APPEALS FRAMEWORK:

There are <u>four (4) key steps</u> Indus Institute can undertake to address student complaints or appeals are as follows:

1. **Local Level Resolution**

Wherever appropriate and applicable, course complaints should be received, assessed, and resolved as soon as possible through by contacting:

- The trainer in the first instance or
- The Course Administrator or

Note: Indus Institute acknowledges that there may be instances where this step is not appropriate or applicable, for example, if a course participant does not feel comfortable doing so.

2. Formal Written Complaint

If resolution at a local level does not occur or is not appropriate or applicable, the Complainant may lodge a written complaint with Indus Institute for investigation.

Please note: If a complaint is submitted anonymously, it can impact Indus Institute's ability to seek further information and to progress a complaint.

3. Access to Internal Appeal

If the Complainant is aggrieved with the process or outcome of the initial written complaint, they can request an internal review of the decision. This will be dealt with by the CEO and senior management team.

4. Access to External Review

If the Complainant is aggrieved with the process or outcome of the internal appeal, they can request an external review of the decision by an independent body, appointed by the CEO, and paid for by Indus Institute or seek assistance from their associated Professional Body (ACS, APYP or EEA).

<u>Under this framework:</u>
a) A course participant complainant can access advice and support services through Student Service contacts provided within the Indus Professional Year Course Handbook.
b) All parties to a complaint or appeal may bring a support person with them to any discussions, meetings, or interviews.

c) Where a course participant is under the age of eighteen (18) years or there are special circumstances which result in the course participant being vulnerable, they may request that an advocate (friend, guardian, or nominee) acts on their behalf and represents their wishes and views, with Indus Institute not unreasonably denying such a request.

d) If a complaint or appeal is found to be frivolous or lacking in substance, the processes under this policy will be discontinued.

e) Any Complainant found to have lodged a malicious or vexatious complaint or appeal will be dealt with under the Indus Academic Misconduct Policy.

f) If legal proceedings are commenced by a course participant which relate to the same or similar matters complained of in a complaint or appeal, the processes under this policy will automatically cease (unless deemed otherwise by the CEO or their delegate).

TIMELINES

- When a complaint is received, it will be recorded and acknowledged in writing within five (5) working days.
- Indus Institute will endeavour to resolve serious complaints as soon as possible.
- Where assessed as non-serious, all complaints and appeal investigations are targeted to be finalised within thirty (30) working days.
- Where this is not possible, the Complainant is to be informed in writing as to the reasons for the delay.
- The Complainant will be contacted by an Investigator within ten (10) working days after they lodge a written complaint.
- Outcomes and decisions in relation to a complaint or appeal will be communicated in writing to all relevant parties within ten (10) working days of the decision being reached.
- If a Complainant is dissatisfied with the process or outcome of a complaint, they may request an internal appeal against the decision within ten (10) working days of receiving the outcome advice.

PRIVACY, RECORDKEEPING & REPORTING

Relevant Directors/Managers are responsible for ensuring that records of all lodged complaints and appeals will be kept within Indus Institute's complaints and appeals register and maintained in accordance **The Privacy Act 1988 (Privacy Act)** and any other applicable legislation.

In certain circumstances, Indus Institute may be required to report the matter to external bodies, even if a complaint is withdrawn.

LODGING EXTERNAL COMPLAINTS

This policy does not affect a student's rights under relevant legislation to make a complaint to an external or regulatory authority (for example, Australian Human Rights Commission Act, 1986).

RESPONSIBILITY & ACCOUNTABILITY

All responsible and accountable parties must act in accordance with the Indus Complaints and Appeals Policy and Procedure framework.

The Chief Executive will be responsible for ensuring and promoting complaint handling is considered a priority for Indus Institute and is the approving authority for this policy. The CEO also holds responsibility for the external review process.

COURSE PARTICIPANT COMPLAINTS & APPEALS POLICY

The CEO and Senior Management Team will be responsible for monitoring, reviewing, and improving the effectiveness of complaints handling within Indus Institute.

The Indus Academic Operations Manager also holds responsibility for the internal review process and will be responsible for ensuring respectful and timely resolution to complaints raised in their area, with implementing corrective action and process improvement analysis processes.

The Indus Compliance Manager or Compliance Officer is responsible for ensuring monitoring of all continuous improvements, reporting and corrective actions arising from complaints.

The assigned investigator will be responsible for ensuring issues outlined in a complaint are investigated appropriately, recommending a decision and outcome to their supervisor.

The complainant will be responsible for presenting the facts and providing objective evidence that relate to the complaint, maintaining respectful conduct according to relevant Indus Institute policies and procedures.

All Indus Institute staff are to ensure that they are familiar with the terms of relevant complaint handling and support services available at Indus Institute and to address and attempt to resolve complaints they are involved with in a respectful and timely manner, without engaging in any form of victimisation or harassment.

Related Legislation & Regulation:

- Age Discrimination Act 2004

- Charter of Human Rights and Responsibilities Act 2006

- The Equality Act 2010

- Nation Code of Practice for Providers of Education and Training to Overseas Students 2018

- Work Health and Safety Act 2011

- Ombudsman Act

- Privacy Act 1988 (Privacy Act)

- Privacy & Data Protection Act 1988

- Public Interest Disclosure Act 2013

- Racial Discrimination Act 1975

- Sex Discrimination Act 1984

- Standards for Registered Training Organisations (RTOs) 2015

APPENDIX E – CURRICULUM MAPPING GUIDE

Stage 1 of the Indus professional Year Program is separated into two (2) main sections:

CPW (modules 1 through to 5):
- CPW1: Performance in Business Meetings
- CPW2: Workplace Communication
- CPW3: Presentations
- CPW4: Business Writing
- CPW5: Reporting to Managers

EAW (modules 1 through to 5):
- EAW1: Australian Workplace Culture
- EAW2: Workplace Relationships
- EAW3: Professional Performance
- EAW4: Prepare Tailored Job Application
- EAW5: Interview Preparation

Each module has been developed to incorporate and align with all program learning outcomes set by the ACS, APYP and EEA Professional Body curriculums as seen in Table 2: Indus Professional Year Curriculum Mapping Guide.

The following reference documents were instrumental in ensuring that all course knowledge and learning throughout Stage 1 are mapped and aligned to Indus course training materials.

Key Documents of Reference:

- Curriculum 2015 Version 2.3 March 2015 (ACS)
- Appendix 1: Learning Outcomes, APYP Provider Manual_V.2
- Appendix 1: Australian Engineering Competency Standard STAGE 1

Important!
Element of competency indicators for Australian Engineering Competency Standard Stage 1
(1.1 – 1.5) are NOT learning outcomes applicable to Indus Professional Year course delivery outcomes.

Indus Institute Professional Year Curriculum Mapping Guide

Indus Subject:	Hours Allocated:	ACS Learning Outcome:	APYP Learning Outcome:	EEA Learning Outcome:
CPW1: Performance in Business Meetings	30	BSBADM405 Organise Meetings	1.1, 2.1, 2.2, 2.3, 2.4, 2.5, 3.4, 3.6, 4.4	2.2 e 2.3 c 3.2 a, b
CPW2: Workplace Communication	30	BSBCUS402 Address Customer Needs	1.1, 1.2, 1.4, 1.5,1.6, 1.7, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 3.5, 3.6, 3.9, 4.1, 4.3	2.4 – a, b, c, d, e, f
CPW3: Presentations	15	BSBCMM401 Make a Presentation	1.6, 2.2, 2.3, 2.4, 2.7, 3.3, 3.4, 4.1	1.3 a 3.2 a, b 1.4 a, b
CPW4: Business Writing	30	BSBWRT401 Write Complex Documents	1.1, 1.2, 1.3, 1.4, 1.5, 1.6, 2.2, 2.3, 2.5, 2.6, 2.7	2.1 a, b, c 2.3 – a, b, c
CPW5: Reporting to Managers	15	BSBRES401 Analyse and Present research information	1.1, 1.2, 1.3, 1.4, 1.5, 1.6, 1.7, 2.2, 2.3, 3.2, 4.2, 4.3	2.1 – b, c 2.3 – a 3.4 a, b, c
EAW1: Australian Workplace Culture	25	BSBDIV301 Work Effectively with Diversity BSBWHS401 Implement and Monitor SHE Policies, Procedures & programs to meet Legislative Requirements	1.3, 1.6, 1.7, 2.3, 2.4, 2.5, 2.6, 2.7, 2.8, 3.3, 3.6, 3.9, 4.2, 4.4, 4.5, 5.1, 5.2, 5.3, 5.4, 5.5	1.6 – b, c, d 2.4 – d, e, f 3.1 a, b, c, d
EAW2: Workplace Relationships	25	BSBLDR402 Lead Effective Work Relationships BSBREL401 Establish Networks	1.2, 1.3, 1.5, 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 2.8, 3.2, 3.3, 3.4, 3.5, 3.6, 3.8, 3.9, 4.3, 4.4, 4.5	2.4 – b 3.5 a, b, d, 3.6 a, b, c, d, e, f
EAW3: Professional Performance	35	BSBINN301 Promote innovation in a team environment. BSBDIV301 Work Effectively with Diversity	1.2, 1.3, 1.6, 2.1, 2.4, 2.5, 2.6, 2.7, 3.2, 3.5, 3.6, 3.8, 3.9	2.1 – d, 3.3 a, b, c 3.5 a, b, c, d, e, f 3.6 a, b, c, d, e, f
EAW4: Prepare Tailored Job Application	20	BSBADM405 Organise Meetings BSBCUS402 Address Customer Needs BSBCMM401 Make a Presentation BSBLDR402 Lead Effective Work Relationships BSBREL401 Establish Networks	2.4, 2.5, 2.7, 3.1, 3.3, 3.4, 3.6, 3.7, 3.8, 4.2, 4.4, 4.5	3.5 c, f
EAW5: Interview Preparation	25		2.4, 2.5, 2.7, 3.1, 3.3, 3.4, 3.6, 3.7, 3.8, 4.2, 4.4, 4.5	3.5 a, b, c, d, e, f
Total Hours (F-2-F Delivery)	250			

Table 2: Indus Professional Year Curriculum Mapping Guide

Stage 2: Professional Placements (Internships)

The internship should provide students with the opportunity to develop skills and knowledge appropriate to their area of interest or specialisation and allow them to reflect upon the development of those skills to enhance their workforce capability and gain exposure to the local labour market.

All internship placements should align with an available ANZSCO code applicable to their formal qualifications and skill sets. (Refer to Appendix B – ANZSCO Codes) and should also provide post graduates with opportunities to develop and demonstrate the skills in the DHA's Core Outcomes from Professional Year and allow host companies to provide feedback to students based on the skills needed to succeed in the workplace.

All internship placements must prescribe to a custom internship agreement and training plan specific to the internship placement duties, intern's qualifications and identified skill sets and meet the following training outcomes:

Cognitive Development Goals:
The internship provides interns with the opportunity to:

A. Apply knowledge and skills related to the concepts, principles, and methodologies of one's major or discipline connecting theory to practice.
B. Acquire new knowledge in a new setting to enhance classroom education.
C. Integrate or synthesize knowledge from diverse disciplines, and areas of experience.
D. Apply higher order thinking skills, such as critical thinking, analysis, synthesis, evaluation, and complex problem solving, to "real world" situations.

2. Communication Skills:
The internship provides interns with the opportunity to:

A. Oral Communication:
- Verbally express ideas clearly and persuasively with clients, supervisors, and colleagues and to participate effectively in discussion.
B. Written Communication:
- Express ideas clearly and persuasively in writing as evidenced by acceptable in at least three (3) of the following:
1. Intern daily logs
2. Intern/supervisor email communication
3. Intern description/rating of internship duties and internship supervisor
4. Interns reports and Reflective Journaling
5. Intern final report

3. General Skill Development Goals:
The internship provides students with the opportunity to:

A. Develop skill competencies specific to an occupation or profession.
B. Increase skills for understanding and working with people of diverse backgrounds and cultures and to work effectively within diverse environments.
C. Acquire additional interpersonal communication and interaction skills.

D.   Develop skills to work effectively within formal and informal networks and work cultures.
E.   Further develop observation, recording and interpretation skills.
F.   Develop skills needed for effective citizenship.
G.   Acquire skills in leadership.

4. Personal Development Goals:
The internship provides interns with the opportunity to:
A.   Develop self-awareness.
B.   Clarify one's own values.
C.   Develop self-reliance and self-confidence.
D.   Develop and use an ethical perspective.
E.   Develop career awareness, direction, and exploration of vocation.

APPENDIX F - FORMS

STUDENT AGREEMENT FORM

STUDENT AGREEMENT

This is to certify that I have read and understood the Indus Professional Year Policy and Course Handbooks which have 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 Indus Institute 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.

Students Full Name: _____

Signature: _____

Date: _____

COMPLAINTS AND APPEALS APPLICATION FORM

SECTION 1: To be completed by the student	
Students Full Name:	
Student ID:	
Residential Address:	
Contact Information:	
Phone/Mobile:	
Email Address:	
Nature of Complaint: Explain the reason(s) for your compliant. Please try to provide as much information and background as possible to assist with the complaint review.	
Signature:	
Date:	

SECTION 2: (To be completed by Indus)	
Reply/Response/Outcome	
Date:	
Signature of Indus Representative	
Position/Title	

SECTION 3: External Arbitrary Body Review	
Feedback	
Signature of Arbitrary Body	
Date:	

Indus Institute
APPLICATION FOR COURSE REFUND FORM

Application for Refund Form
By filling in this form, you are requesting to apply for a refund of fees in part or full.   Each refund request is looked at on an independent basis. This form must be lodged to the Administration Officer within the time frame relevant to the particular refund request as outlined in the refund policy.   A response will be issued to you within 14 business days and if successful a refund will be made as per the refund policy depending on the circumstances.

Applicant/Student's Personal Details	
Family Name:	Given Names:
Sex: ☐Male ☐Female	Date of Birth: (dd/mm/yy): ____/____/____
Student ID No:	
Postal Address:	
Home phone: ( ) Fax: ( ) Email address:	

Payment details:
Payment details (if EFT refund required): BSB: _____ Account No: _____   Account Name: _____

Course details
Code: _____ Title: _____

Amount Claimed: $_____

Reason for Refund (please tick)
☐ Withdrawal from current enrolled course at Indus Institute Pty Ltd   ☐ Withdrawal from future scheduled course at Indus Institute Pty Ltd   ☐ Overpayment of course fees   ☐ Course withdrawn by Indus Institute Pty Ltd   ☐ Indus Institute Pty Ltd is unable to provide the course for which the original offer was made   ☐ Other (please describe)   _____
REQUESTS FOR REFUNDS WILL BE ASSESSED IN ACCORDANCE WITH THE Indus Institute Pty Ltd REFUND POLICY. PLEASE ENSURE YOU HAVE READ AND UNDERSTOOD THE REFUND POLICY FOUND IN THE STUDENT HANDBOOK WHICH YOU RECEIVED IN YOUR ENROLMENT PACK.

OFFICE USE ONLY			
Received by:	Refund Number Issued:	Date:	Authorised by:
Outcome:	Date if Refund issued:	Amount:	

PRIVACY

Details of Indus Institute's practices regarding student information and privacy are available from Indus Institute's course portal. Your banking information, including proof of payment and bank statement will be sent to Flywire who may also contact you to verify your details.

DECLARATION

I declare that to the best of my knowledge the information supplied by me is true, correct, and complete in every respect. I acknowledge that the submission of false, incorrect, incomplete, or misleading information may result in cancellation of my enrolment or delays in processing, or that I may be subject to disciplinary action under the Indus Institute Student Code of Conduct and procedures for management of student misconduct.

I acknowledge that I am subject to and must comply with any policies or procedures of the University governing my conduct as a student and academic matters affecting my studies.

Full Name: _____

Signature: _____

Date: _____

APPLICATION FOR SPECIAL LEAVE

(PLEASE USE BLOCK LETTERS)

<mark>Please note that the PY program is 100% attendance for the duration of the program.</mark>
<mark>Leave is only approved for exceptional circumstances</mark>

Please circle: Mr Mrs Miss Ms	Name:
Mobile:	Email:
Student Number:	Campus: Brisbane/Canberra/Hobart
	Class: Tuesday/Saturday/Sunday:

INSTRUCTIONS:

1. Please refer to Student Handbook for Absenteeism/ Leave Policy
2. <mark>**All leave is subject to approval. Do not take leave without approval**.</mark>
3. If leave is taken without the approval, student will be dismissed from the course and will need to pay a re-enrolment fee of $990 according to ACS rules.
4. Applications for leave 2 weeks or less must be provided at least 1 month (4 weeks) in advance and at least 2 months (8 weeks) in advance for any leave requested for a period upwards of 2 weeks in total
5. All Leave applications MUST be supported by a document stating the reason for absence e.g., Medical Certificate, flight confirmation, or other documentation and submitted to the Student Support Officer.
6. Students requesting leave of 4 or more consecutive weeks will require a change Cohort ($250) in addition to catch up classes, ($275) for each class depending on availability and class schedule).
7. Emergency leave taken over 3 or more weeks will be considered on the basis of the emergency and amount of leave taken.

Leave Details:	
Number of days/ weeks of leave applied for:...........	From: .... To ....
Reason: .... Date:	

Office use Only: Admin Officer Name: Admin Officer Signature:	Date:
Leave Approved: YES/ NO Name: .... Position: .... Signature	Date: