

# Industry Training Services Australia Pty Ltd

## Student Information

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Website: [www.itsa.edu.au](http://www.itsa.edu.au)

Email: [itsa.edu.au](mailto:itsa.edu.au)

**Dear Student**

**Please read the following terms, sign, and date.**

**I have received a copy of**

- ☐ The Industry Training Services Australia Pty Ltd Student Handbook (which contains the enrolment terms and conditions including my rights and responsibilities at the RTO and the refund policy)
- ☐ Course Information for my class (from the enrolment officer, email or the RTO website)
- ☐ Learning materials/resources (which contains information about the course content and the assessment)
- ☐ I have been offered learning support and I understand that it is my responsibility to communicate any support that I may require to my tutor or to the RTO office.  
(Refer to Page 5)
- ☐ I understand that the personal and identification information that I have supplied may be used by Government Departments for audit, verification, research, statistical analysis, program evaluation, post completion surveys and internal management purposes.

**STUDENT'S NAME** \_\_\_\_\_

**SIGNATURE** \_\_\_\_\_

**DATE** \_\_\_\_\_

# Student Information

## 2025

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## Industry Training Services Australia Pty Ltd

**Mail Address:** 11 Lyrebird Place, INGLEBURN NSW 2565

**Hours:** Monday to Friday, 9.00am – 5.00pm

**E-mail:** [info@itsa.edu.au](mailto:info@itsa.edu.au)

**Website:** [www.itsa.edu.au](http://www.itsa.edu.au)

Industry Training Services Australia Pty Ltd is an online based Registered Training Organisation under the jurisdiction of Australian Skills Quality Authority. The RTO delivers qualifications from Business Services and Community Services Training Package including short programs to further enhance the employability skills of our students. Delivery is mainly online and self-paced, with online meetings conducted by the trainers and assessors to discuss the progress with the enrolled students. The RTO focuses on quality in all of its operations and adheres to the 2025 Standards for RTOs to ensure the courses delivered meet the relevant industry standards. Industry Training Services Australia Pty Ltd is responsible for the quality of training and assessment as well as the issuance of the AQF certification in compliance with the 2025 Standards for RTOs.

## Course Information

At the beginning of your course you will receive **Course Information** about:

- The delivery of training online
- The qualification or Statement of Attainment that is issued on satisfactory completion of the course
- How you will be assessed
- Pathways to further learning
- Recognition of Prior Learning (RPL)
- Appealing against assessment
- Where to get help with literacy and English language needs

You'll also find some of this information on our website [www.itsa.edu.au](http://www.itsa.edu.au)

## Pre-requisites

Some of our courses have pre-requisites – skills or knowledge you need to have to be able to do the courses. Before you enrol into one of our courses, we will strongly recommend you to read the course information available on our website and read this Handbook as otherwise you may be missing out vital information that would help you make an informed decision. Please note that enrolling into one of our courses means you have agreed to all of our enrolment conditions including the Refund Policy. At the start of your course, we will also ask for a copy of your passport or drivers licence to determine your residency status and to get the correct spelling of your name for your certificate or statement of attainment at the end of the training.

For shorter courses we usually don't ask for evidence of your existing skills, but the course is conducted assuming you meet the pre-requisite. You can see the pre-requisites (if any) on our website. For example, the web course information may include a statement like "Before you enrol you must be able to: ...". If you can't perform the listed tasks confidently or you believe you are unable to meet the prerequisites, you shouldn't enrol in the course. You can contact the RTO for advice on a more suitable course for your skill needs. This is to make sure your learning experience with Industry Training Services Australia Pty Ltd is positive and you gain most out of a training program.

## Fees and Other Costs

All costs associated with the course are clearly stated in the course guide and on the website. Some courses may be offered on promotional fees and if so, please read carefully the terms and conditions including the expiry date of the promotional period. We send confirmation of enrolment emails or letters to everyone who enrolls. You haven't received the confirmation of enrolment email, please contact the RTO by sending an email to [info@itsa.edu.au](mailto:info@itsa.edu.au).

Please note that your trainer cannot sell or attempt to sell goods or services to you unless they are legitimate course costs and the cost has been listed in the course guide or on the course information sheet. Please report any incidents or concerns to the RTO administration.

If your course fee is above \$1500, we won't collect any amount more than \$1500 prior to enrolment. In such cases, you will be required to pay the remaining amount at a later date.

## Payment Options

Payment must be made at the time of enrolment. You can pay by:

- Credit Card (online or over the phone)
- Cheque/money order (post or in the office)
- PayPal

- PaySmart

PaySmart is a direct debit billing provider. You can arrange to make **part payments** of fees for courses if ALL the requirements are met below. These requirements are:

- The course fee is more than \$250
- The course is longer than 4 weeks
- You have an Australian bank account or credit card
- You are able to pay 30% of the course fee upon signing up
- You are able to come in person to our office to sign up

### **Application process for PaySmart:**

1. Select a course that meets the requirements mentioned above
2. Contact the college
3. Complete our PaySmart form sent to you via email
4. Provide ID and your bank account or credit card details
5. Sign the form and show up for your course
6. Pay 30% of the total course fee over the phone

Account set up fee and the debit admin fees apply. Defaults and other issues with paying on time will incur other fees. Visit PaySmart ([www.paysmart.com.au](http://www.paysmart.com.au)) for more information. Email us to [info@itsa.edu.au](mailto:info@itsa.edu.au) if you have any questions or you wish to apply.

Please take note of our Refund policy as PaySmart applicants will be charged an **additional** administration fee if a refund or credit is approved based on your own changes to your circumstances.

### Student Support

If you need help with reading and writing so that you can take part in your course, please tell the person who takes your enrolment or your assigned trainer. As a general rule, we require strong language, literacy and numeracy skills as a pre-requisite to enrol into any of our courses. However, if you still face issues in making satisfactory progress in your study due to LLN issues or if you find the content difficult to grasp, we will strongly encourage you to contact your trainer immediately who can offer you one to one tutorial or extend your assessment submission time.

If you have a disability or medical condition that may affect your learning, please let our enrolment officer know before you enrol. You can reach our enrolment office by emailing to [info@itsa.edu.au](mailto:info@itsa.edu.au). If you are already enrolled into a course and your medical condition or disability may be affecting your learning, please let your trainer know. We will talk to you about how we can help you learn. In some cases, we may refer you to external authorities who can assist you with your study depending on your special needs.

### Counselling

If you are enrolled into one of our courses and struggling to make your learning progress due to any mental health issues e.g. depression or anxiety, you can discuss your concerns with your trainer first. If you need expert advice to help with your anxiety or depression, you may consider contacting Beyond Blue on 1300 22 4636 or visit their website on [www.beyondblue.org.au](http://www.beyondblue.org.au).

Our trainers monitor the students' learning progress and provide support as appropriate and where needed refers the student to our Student Support Officer.

### Reasonable adjustment for students with disability

Industry Training Services Australia Pty Ltd is required, under Disability Discrimination Act, to take reasonable steps to enable students with disability to participate in our training programs on the same basis as those without disability. As such, the RTO makes sure –

- the training resources are appropriate to the needs of the students
- the delivery strategies as well as the learning activities are adjusted to meet the needs of the students
- adjustments are made to the assessment materials to meet the needs of the students

Please contact to your trainer to discuss your disability. You can also contact the RTO by sending an email to [info@itsa.edu.au](mailto:info@itsa.edu.au) to discuss your disability.

### Refunds

If Industry Training Services Australia Pty Ltd cancels a course before commencement or ceases to deliver it after commencement or if the RTO is satisfied the teaching is below a reasonable standard, you can choose a transfer to another course, a credit to be used within 12 months or a full refund. Simply let us know via email about your choice. If you choose to receive a refund, you will receive a credit back to your bank account within ten (10) working days from the date we have received your refund request. If you choose a transfer to another course, any difference in fee between the two courses will be adjusted by a partial refund from the RTO within ten working days, or additional payment by the student.

We may issue a non-refundable credit for serious illness including illnesses of a dependent family member or family bereavement if applications are supported by evidence such as a medical certificate or other suitable evidence. An administration fee of \$15 per course will apply. Non-refundable credits

## Industry Training Services Australia Pty Ltd

are valid for 12 months for the purpose of enrolling in a future course. Non-refundable credits cannot be cashed out for a refund before or at expiry. Students enrolled through PaySmart will be charged an additional \$15 to cover additional administration costs.

We will not refund your fee if you decide not to attend the course because of a change in your personal circumstances. Also, we will not make any refund if you choose to enrol into the wrong course. We reserve the right to alter courses if changes are deemed to improve students' learning experience or achievement of competencies.

### **Access and Equity**

Access to all courses and programs at Industry Training Services Australia Pty Ltd is open to all adult members of the community and is not limited by their race, gender, marital status, physical impairment, intellectual impairment or sexual preference.

### **Harassment, Victimisation and Bullying**

All staff members and all students of Industry Training Services Australia Pty Ltd have the right to be free from sexual, physical and verbal harassment and victimisation. The RTO will investigate and act on reports of harassment, victimisation and bullying by any staff member, student or visitor. Please report any incidents or concerns to the Principal.

### **Privacy Notice**

#### ***Why we collect your personal information***

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. Please note that Industry Training Services Australia Pty Ltd will not be able to process your enrolment if you does not provide personal information.

#### ***How we use your personal information***

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

#### ***How we disclose your personal information***

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

#### ***How NCVER and other bodies handle your personal information***

NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, state and territory authorities (other than

## Industry Training Services Australia Pty Ltd

registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf. NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how NCVER will handle your personal information please refer to the NCVER's Privacy Policy at [www.ncver.edu.au/privacy](http://www.ncver.edu.au/privacy).

If you would like to seek access to or correct your information, in the first instance, please contact Industry Training Services Australia Pty Ltd by email to [info@itsa.edu.au](mailto:info@itsa.edu.au).

DESE is authorised by law, including the Privacy Act and the NVET Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.desegov.au/national-vet-data/vet-privacy-notice>. If you are unable to access the DESE VET Privacy Notice electronically, please contact Industry Training Services Australia Pty Ltd to ask for a downloaded soft copy or a hard copy.

### **Surveys**

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

### **Contact information**

At any time, you may contact Industry Training Services Australia Pty Ltd by emailing to [info@itsa.edu.au](mailto:info@itsa.edu.au) to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

### **Replacing a Lost Document**

If your Certificate or Statement of Attainment is lost or damaged, you can request a copy or replacement document. You will need to identify yourself by providing photographic ID before we can process your request. The fee for a replacement copy of your certificate is \$50. Please submit a completed "Request for Replacement or Copy of Certificate or Statement of Attainment" form available at the end of this Student Handbook.

### **Complaints**

Please discuss any complaints or problems with your trainer. If your complaint is about the trainer, contact the office and ask to speak to the CEO of the RTO. The CEO will interview the trainer and other students, will make a decision based on the evidence, and inform you of the outcome within 7 days

(this time may be longer depending on the scope of the investigation and the availability of the relevant stakeholders).

If you are not satisfied with our response to your complaint, you can email [enquiries@asqa.gov.au](mailto:enquiries@asqa.gov.au) or call the ASQA info line on **1300 701 801** for accredited courses. For any other services we provide, you can lodge a complaint with the NSW Office of Fair Trading on 13 3220 or <http://www.fairtrading.nsw.gov.au>. Type Complaint in the Search box. For further details, please read our *Complaints and Appeals Policy and Procedure*, which is available on our website or you can contact our office to ask for a copy to be sent to your email.

### Assessment

At the beginning of the course, we will tell you how you will be assessed. The RTO follows the assessment guidelines set out in the 2025 Standards for RTOs to make sure assessments are valid, reliable, flexible and fair and assessments evidences are valid, sufficient, authentic and current.

Assessments should take your needs into account. For example, if you have a disability or literacy problems and need a scribe, talk to your trainer. We cannot provide a scribe for you, but we can make allowances for your needs in the assessment.

Portfolio assessment deadlines are provided well in advance and extensions will not be granted without very serious cause, for example, due to serious illness or family bereavement. Applications must be made directly to the Chief Executive Officer.

**Plagiarism** is the use of other people's work pretending that it is your own work. Plagiarism is not permitted because:

- It is a breach of the intellectual property rights and the copyright of the writer. Breach of copyright is illegal.
- The work of a student presenting another person's work for assessment cannot be assessed, and the student cannot be deemed competent. Certificates and Statements of Attainment cannot be issued.

If you are quoting the work of others, include the following information:

- Text / words. Put the words in quote marks " ". In brackets ( ) write the name of the author, the name of the book or magazine, the name of the publisher and the year it was published; write the full internet address of any website found the words.
- Images / photos. In brackets ( ) write the name of the photographer / artist, the name of the book or magazine, the name of the publisher and the year it was published; write the full internet address of any website you found the image.
- If you want to use particular video / audio / music, please contact your trainer or teacher for advice.

### Certificates

If you are assessed as competent in all required units of competency within a qualification, you will be issued with a qualification and a transcript listing the units you have successfully completed. When you have completed one or more units within a qualification but not all required units, you will be issued a Statement of Attainment. Qualification or Statement of Attainment will be issued within 30 days from the date the last assessment was marked. Industry Training Services Australia Pty Ltd is responsible for the issuance of AQF certification documentation.

### Mutual Recognition

Industry Training Services Australia Pty Ltd recognises Statements of Attainment and Certificates issued by other Registered Training Organisations (RTO). This means, for example, that if you have achieved part of a qualification at another RTO, and you want to complete the qualification, we must recognise the Statements or Certificates you present to us. We will ask you to provide us with a copy of the Statement that was issued at another RTO and ask you to sign a letter of authorisation to verify that certificate to ensure it is legitimate.

### Recognition (RPL)

The RTO offers recognition, otherwise known as Recognition of Prior Learning or RPL, to students in all accredited programs. Information about recognition is available on our website, at the Information Session for your course and in the first lesson.

Recognition means that you may be able to get credit for previous study, experience or work skills. If you apply for recognition, we will ask you to provide evidence against the workplace competencies or learning outcomes of your training program. The charge for RPL varies depending on the method of assessment. For more information, please send an email to [info@itsa.edu.au](mailto:info@itsa.edu.au). Please note applying for RPL may not automatically result in the issuing of a certificate or statement of attainment. If gaps are identified in the RPL assessments, you will be asked to submit further evidence. If you are still considered Not Yet Competent (NYC) after the second attempt, we will offer a tutorial to cover those gaps. The duration of the tutorial depends on the scope of gaps identified. Please note that there will be extra fee charged for any tutorials offered and the amount of fee will be determined on the basis of the duration decided.

### Appeals

***If you do not agree with the result of your assessment, you have 3 months from the date of your assessment to appeal.*** To lodge an appeal, contact the office by sending an email to [info@itsa.edu.au](mailto:info@itsa.edu.au). We will contact you within 7 days after we receive the completed form, discuss your appeal and, if appropriate, negotiate reassessment. You will get written feedback on your appeal.

### Student Records

We keep student records for accredited courses for 30 years. The records include: copies of qualifications awarded, your enrolment, participation and assessment information, and copies of your work. If you, or an agency which has referred you to the course, want to see your records or get information about your progress in the course, we will ask you to sign a 'Consent to Release Information' form and to identify yourself with photo ID. We cannot release information without your written permission, except as required by law. Please note that you will need to provide the RTO with your Unique Student Identifier (USI) if you wish to enrol into an accredited programs. We are unable to issue any Nationally Recognise Certificate in the absence of your USI. In some cases, we may have to access your USI profile if your USI fails the validation process.

### Trainer Qualifications

All our trainers delivering accredited programs have the relevant current vocational as well as training and assessment competency satisfying the requirements of the 2025 Standards for RTOs. We run staff development training at least once a year to help trainers maintain VET industry currency. All our trainers have current industry experience because they work in the industry in which they train. They also maintain currency in their respective industry sector by attending professional development programs available and appropriate to their industry.

### Evaluation

We evaluate courses to help improve or modify them. We will ask you about:

- What you learned
- The skills of the trainer
- The facilities
- Whether you would recommend the course to others
- Whether the office staff were helpful

We usually hand out evaluation sheets at the end of the course. You do not have to write your name on the evaluation form.

Besides, the National Quality Indicators program requires us to ask you to fill out a learner survey form when you attend an accredited course. If your employer has referred you and paid for your attendance, we may also ask your employer to complete a survey form.

In some cases, Australian Skills Quality Authority (ASQA) may choose to contact our students to collect data on their learning experience. You may be asked to complete a survey or provide your feedback over the phone. ASQA will advise whether participation in such surveys is mandatory or not.

### Promotion

All of our course promotion accurately reflects course content and qualifications. We do not intentionally make vague, misleading or ambiguous statements about courses, teachers, other providers, the RTO or any other matter which could mislead students. We publish information on our website, on our Facebook page and in our quarterly course guide. If you have found any error in the course information either in our course catalogue or on our website, please contact our enrolment office by sending an email to [info@itsa.edu.au](mailto:info@itsa.edu.au).

### Health & Safety

If a course is designed to be delivered in a face to face classroom environment, your trainer will discuss safe working in your subject and emergency evacuation in the first lesson, and will check your classroom for hazards at the beginning of every lesson. We advise our students not to voluntarily engage in any heavy lifting, move any heavy furniture or engage in any other activities that may pose risks to themselves as well as the other participants at the premises. In case of any national health emergency, the RTO will follow the guidelines provided by the Department of Health or other organisations as applicable to our business. If you have any concerns about safety tell your trainer or contact the office on [info@itsa.edu.au](mailto:info@itsa.edu.au).



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