



28 Russell Street, South Brisbane, QLD, 4101

Student Induction and General Information

Why Study at Intech?

- Assist with securing employment
 - Provide an environment that is conducive to the promotion of creative thinking and learning
 - Equip students with the skills to meet the challenges of the highly competitive industrial environment
 - Keep abreast of technological developments
 - Provide Student Counselling Service
 - Continuous Performance Monitoring
 - Align our academic curriculum to be in keeping with economic requirements
 - We customise training methods to deal with the changes complexity of the learning audience
 - We are a professional organization with competent and highly qualified staff
 - Create an ideal learning environment by respecting the sensitive cultural needs of all students
 - We use tested and results orientated materials to reinforce learning
 - We offer real commercial value in our pricing structure. We have earned the reputation of being high quality training providers
 - Face to Face training approach will provide experiential learning with a high percentage of "See-and-Do" activities
 - Ideal learning environment for overseas students with cultural barriers
- Use of Audio Visual training materials to make understanding far quicker

Location: Brisbane Australia

Intech is located in the heart of the vibrant, bustling city of Brisbane, which is on the east coast of Australia. Brisbane has excellent public transport, shops, nightlife, restaurants and entertainment venues and just 40 minutes away from the great theme parks and the Gold Coast.

The Queen Street Mall, where Intech is situated in, is famous for its range of shops, cafes and restaurants serving food from around the world 7 days a week. There is always live theatre and music, and combined with Brisbane's many pubs and clubs, you'll never be short of entertainment day or night.

Brisbane has beautiful inner-city parks, bike paths, swimming pools and sporting facilities, as well as coffee shops, restaurants, nightlife, sophisticated shopping, art galleries and museums.

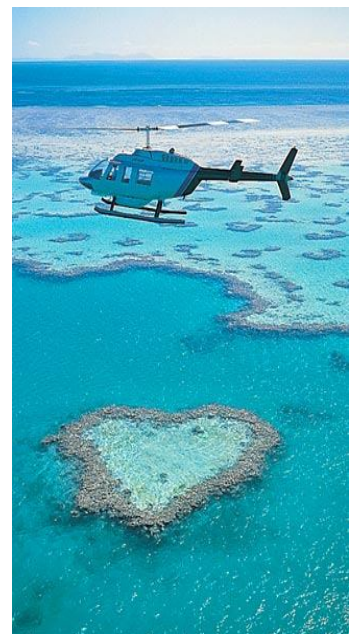
Students have easy access to Brisbane's rainforest hinterland and world-famous surfing beaches one hour's drive north or south of the capital. Brisbane is also only a few hours by air from other famous Australia tourist destinations including The Australian Outback, Great Barrier Reef, Sydney and Melbourne.

The rail, bus and ferry system in Brisbane is clean, safe and efficient, and its public hospitals world-class.

Brisbane has world class library and information services.

With an average of 245 days of fine and sunny weather each year, Brisbane's climate provides a pleasant environment all year round, ideal for enjoying an outdoor lifestyle and activities.

There is an abundance of fresh fruit and vegetables, meat, chicken and seafood. There are many Asian, islander and Indian grocery stores to purchase supplies.



visit
ourbristane.com.au

Classroom and Training Facilities

Intech has purpose built training facilities for the provision of training to students:

Computer labs

Library

Canteen

Wireless Internet Classrooms

Lecture Rooms

Special Practical Labs



Transport and Facilities

Intech is situated South Bank of Brisbane -

Access to: Public Transport – Buses, Trains, Taxi, River Ferry. The airport is 40 minutes away from the city.

Public Libraries, Banks, Shops, restaurants, movie houses, medical facilities and hospitals are all within easy reach of the college.

Many large universities are located within walking distance of Intech such as QUT, CQU, JCU and Griffith.

Major sporting facilities are found within easy reach of the college. Free bus services are provided by the council to major sporting events. All you need to do is show your sporting entry ticket.

Intech will provide you with an official student card. If your course is over 3 months then you will be eligible for discounted travel on public transport to up to 50%. Note certain term and conditions exist for such concessions. for more details.



www.transinfo.qld.gov.au

www.ourbrisbane.com

Cost Of Living

One of Cost:

Rent Bond, Telephone, Electricity, Internet , Furniture – average \$1500.00

Rent and accommodations - \$50.00 - \$200.00 per week

Transport - \$15.00 - \$30.00 per week

Food – Depends on where you eat - \$120.00 per week

Electricity, Telephone, Internet other – depends on your consumption - \$150.00 pw

Add: Travel, entertainment and any other expenses that you may have.

<http://studyinaustralia.gov.au/Sia/en/StudyCosts/Accommodation.htm>

General Information

All prices quoted here are estimates only and to be used as a guide only. These prices are subject to inflation and currency fluctuations. They are accurate as at Jan 2008. These also depends on your specific needs.

Student Visa Conditions

There are number of benefits and restrictions placed on your student visa. Please refer to www.immi.gov.au – student visa section to find out more. You will have restrictions as per your work hours, attendance to classes and your academic performance.

Please read the student handbook for further details and policy. As an international student you must look at the ESOS framework for relevant information re international students.

For up to date information check:

<http://aei.gov.au/AEI/ESOS/default.htm>

Course Entry Requirements

All courses have their specific requirements. Overall you will need some form of English language skill (IELTS is the preferred measurement for this skill)

Other course requirements will list in each course handout.

Generic information:

<http://studyinaustralia.gov.au/Sia/en/WhatToStudy/EntryRequirements>

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



www.studyinaustralia.gov.au
www.immi.gov.au

Your Guide to start study at InTech

Once your registration process is complete. You have a visa!
You will need to prepare for arrival in Brisbane.

InTech will provide you with pens, paper, files, textbooks and study material.

You will have access to accommodation in the first week of your arrival, You should then be in a position to determine where you would like to live. You may request for InTech to make preliminary arrangements for your accommodation in Brisbane. Remember you will need to pay a rental bond, connect electricity and telephone if you wish to live in your own apartment or home. Shared homes are a very attractive way to find accommodation as someone else has already paid those initial services. You will need to pay your share of the services.

You must inform InTech on your travel plans and the dates you are expected to arrive in Brisbane. Please make arrangement to travel prior to the start date of your course. This will give you adjustment time in Brisbane.

Accommodation

Brisbane has a host of different types of accommodation.
High grade city apartments
Home share, share accommodation
Home stay, Hotels and Backpackers

There are varied pricing. All fees and charges are quoted in Australian dollars (AUD).



www.nicehomestay.net
www.bhs.net.au/default.asp
www.resortrez.com.au/vacancies_price.php

Course Application and Enrolment Process

Quick Note:

- Application form completed
- Copies of English Language requirements, passport and high school documents
- Receipt of Intech letter of offer
- Acceptance from student, payment of enrolment fees
- Intech issues Confirmation of Enrolment (COEs)
- Student applies for Student visa
- Student informs Intech of travel dates and starts classes
- Accommodation and Travel
- Overseas Student Health Cover (OHSC) - Compulsory Student Health Cover
- Induction Process

General Process

1. Students may apply directly to Intech or via one of InTech's approved educational agents for registration. InTech will consider all applications on their own merit.
2. Complete the Intech application for registration form send to Intech by fax, email or post together with:
 - a. Application Form
 - b. Copy of IELTS exam results
 - c. Copy of High School Results or any further study
 - d. Copy of Passport
3. Intech will assess your application and send you a letter of offer. The letter of offer will outline the following:
 - a. Course to be studied
 - b. Duration
 - c. Starting Date and Proposed End Date
 - d. Fees Schedule for the course, Payment Method
4. To accept the offer, a copy of the signed agreement must be returned with payment. A payment (subject to terms and conditions) must be paid to InTech as soon as possible from the date of the letter of offer. Note InTech may refuse to honour its offer if the student has not paid the enrolment fee as per the offer.
5. InTech may refuse to provide an offer after the offer end date has expired
6. Special Note to Students from Level 3 or level 4 countries - complete the Pre-Visa Assessment from an Australian Diplomatic Mission before making any payments to the Institute. Please refer to the following website for information relating to your assessment level.
<http://www.immi.gov.au/e-visa/students.htm>
7. Upon receipt of the signed acceptance of offer, the program/course payment InTech will provide you with the Confirmation of Enrolment (CoE) on behalf of the Australian

Department of Immigration and Citizenship (DIAC) will be sent directly to you or your agent by e-mail or fax.

You must satisfy the Australian Department of Immigration and Citizenship (DIAC) visa conditions. Please refer to the Department of Immigration and Citizenship website for more information about your student visa. <http://www.immi.gov.au/students/students/chooser/572.htm>

Examples of these conditions include:

- a. Course enrolment & attendance
 - b. Academic results
 - c. Changing your education provider
 - d. Financial capacity
 - e. Health insurance
8. Arrange your travel. The commencement date offered to you is when you are required to COMMENCE the program you have been accepted into. Please make sure that you have arrived here AT LEAST one (1) week before the program commencement date given to you in your letter of offer in order to avoid being absent from classes.
 9. Arrange your accommodation. InTech is able to assist you with finding accommodation by providing you with a list of student accommodation providers. The cost of your accommodation, living and travel expenses is not included in the total fees. Regardless of your financial arrangements InTech does not accept responsibility to provide financial support. See Section on Living in Australia, Queensland, Brisbane, (You can refine your search to specific suburbs).
 10. Overseas Student Health Cover. All international students are required to maintain appropriate health insurance for the duration of their visa. Please refer to the following website for information relating to Overseas Student Health Cover.
<http://www.health.gov.au/internet/wcms/publishing.nsf/Content/health-privatehealth-consumers-oshc.htm>
 11. Each student will attend an orientation session at the commencement of their studies. These orientations embrace an overview of the college policies and procedures including the Student Information Handbook, administration procedures, government requirements, cultural matters.

Student Support Services

International students need not feel alone on a foreign country. InTech cares about the needs of our students and takes the highest care in making sure you settle in the learning and living environment as soon as possible.

We are dedicated to continuously improving our services to meet the needs and expectations of our international students and our friendly staff are on hand to give advice. Student Support Services helps to resolve problems that may impede the successful completion of student's study programs.

All students of Intech have access to student support services to make your time in Australia enjoyable, happy and productive. Services that we provide include:

- a. Confidential counselling
- b. Day to day administration support
- c. Academic and language support
- d. Emergency and health related support
- e. Employment seeking assistance and support
- f. Australian Culture, Language and Communication
- g. Campus administration procedure support

Student visa application, requirements and obligations

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code.

Protection for overseas students

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at <http://cricos.dest.gov.au>. CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check carefully that the details of your course – including its location – match the information on CRICOS.

Your rights as a student

The ESOS framework protects your rights, including:

- Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent.
- Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- Your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.
- your right to know:
 - how to use your provider's student support services;
 - who the contact officer or officers are for overseas students;
 - if you can apply for course credit or RPL;
 - when your enrolment can be deferred, suspended or cancelled;
 - what your provider's requirements are for satisfactory progress in the courses you study
 - if attendance will be monitored for those courses;
 - what will happen if you want to change providers; and
 - how to use your provider's complaints and appeals process.

Your responsibilities

As an overseas student on a student visa, you have responsibilities to:

- satisfy your student visa conditions;
- maintain your Overseas Student Health Cover (OSHC) for the period of your stay;
- meet the terms of the written agreement with your provider;
- inform your provider if you change your address;
- maintain satisfactory course progress;
- if attendance is recorded for your course, follow your provider's attendance policy; and

For more information **See:** <http://aei.dest.gov.au/AEI/Default.htm>

International students intending to study at InTech must have a valid student visa. Student visa requirements depend on the student's Assessment Level. Student's assessments levels can be viewed through the DIAC website <http://www.immi.gov.au/students/students/chooser/572.htm>

Important: Visa application requirements differ from one country to another. If you are applying outside of Australia you must contact your nearest departmental office and **check exactly how to submit your application and what documents to provide.**

See: <http://www.immi.gov.au/contacts/overseas/index.htm>

You may also need to provide additional documentation on request from the department.

See: <http://www.immi.gov.au/students/students/572-3/important-information.htm>

Complete applications are likely to be processed more quickly. Incomplete applications may be delayed or, in some cases, refused. The department is not required to contact you if your application is incomplete.

The main requirements of the student visa application are:

- DIAC Confirmation of Enrolment (CoE)
 - English language skills
- See: <http://www.immi.gov.au/students/students/572-3/eligibility-student.htm>
- Valid Intech Letter of Offer
 - Visa application charge payable to Department of Immigration and Citizenship
 - Certified copies of passport or travel documents
 - Four **recent** passport size photographs (45mm x 35mm) of you
 - Health documents See: <http://www.immi.gov.au/allforms/pdf/1163i.pdf>
 - Overseas Student Health Cover

The Australian Government operates an Overseas Student Program (OSP) that allows people who are not Australian citizens or Australian permanent residents to study in Australia.

The details for applying for this visa may be found in the 'Temporary Entry Overseas Students Vocational Educational and Training' booklet issued by the Department of Immigration and Citizenship (DIAC).

See: <http://www.immi.gov.au/students/index.htm>

Students must uphold their visa conditions while studying and living in Australia or their visa may be cancelled and they may have to leave Australia. To remain enrolled in a full-time registered course, students must meet at least 50% of the course requirements for each compulsory study period as well as achieve satisfactory attendance (see appendix of Intech attendance policy). For further student visa obligations see the following website.

See: <http://www.immi.gov.au/students/students/572-3/obligations-student.htm>

InTech is required to notify DIAC under Section 19 of the Education Services for Overseas Students Act 2000. If a student breaches any condition of their visa, the student is allowed 20 days in which to access the Colleges complaints and appeals procedures before DIAC is notified.

A student who receives a non-compliance notice from DIAC has 28 days to report to a DIAC office to discuss the alleged breach.

Failure to report during this period will result in the visa being automatically cancelled. Student visa holders who respond to the non-compliance notice and report to a DIAC office do not have their visa automatically cancelled. Instead, a DIAC officer decides if there has been a breach and, if so, cancels the visa under Section 116 of the Migration Act.

InTech is also required to notify DIAC of other changes in the student's academic status, for example, where enrolment is terminated by InTech or ceased by the student, where the student defers their studies, finishes their course early or fails to commence a course. These types of non-compliance notices do not lead to automatic cancellation but may lead to cancellation of the visa on other grounds.

Students who have their visas cancelled become unlawful non-citizens and if currently not before DIAC, must be located and removed from Australia.

See: <http://www.immi.gov.au/students/index.htm> for all related student visa matters.

Deferring, suspending or cancellation of enrolment

Summary

- Apply for Deferment using the appropriate form
- Supply any documentation to support your application
- InTech provide written notice of approval

A student may be allowed to **defer** his/her studies on the grounds of illness, evidence by a doctor's certificate, compassionate or compelling circumstances on grounds beyond the control of the student or misbehaviour by the student. Students must apply to their education provider for deferral of their studies and in doing so acknowledges the provider may choose to grant or decline any such request.

Situations that could give rise to deferral, suspension or cancellation of enrolment, include but are not limited to:

- Serious illness or injury, where a medical certificate state that the student was unable to attend classes;
- Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided);
- Major political upheaval or natural disaster in the home country requiring emergency travel; or
- A significant traumatic experience; or
- InTech is unable to offer a pre-requisite unit; or
- Inability to begin studying on the course commencement date due to delay in receiving a student visa; or
- Inability to begin studying on the course commencement date due to delay in obtaining an airline ticket; or
- The student's behaviour is unacceptable as defined by InTech Student Code of Conduct; or
- Student failure to pay tuition fees as outlined in the student payment plan.

Should a student have his/her enrolment deferred, suspended or cancelled, the student is allowed 20 days in which to access InTech's complaints and appeals procedures.

After 20 days, InTech is obliged to notify the Australian Government and in doing so, the student's visa conditions may be affected.

Note: If the student appeals the decision to defer, suspend or cancel his or her studies, InTech is obliged to notify DEEWR via PRIMS of a change to the enrolment status until the internal complaints and appeals process is completed.

Note: The granting of the deferment may affect your student visa. For this reason you may have to apply for a visa extension if you wish to complete the course in which you were registered for.

(Note the extension of student visa is the responsibility of the student.

InTech may decide to deny students learning opportunities and may exclude students from classes throughout the 20 working days and appeals process.

Special Note:

If Intech notifies DEEWR through PRISMS that a student's enrolment (CoE) has been suspended for a significant period or cancelled, the student must return to his or her home country unless special circumstances exist (for example, the student is medically unfit to travel). While the InTech determines the enrolment status of the student, it is DIAC who decides whether the student may remain in Australia or must return home.

Should you require further information on the consequences of a deferment you may contact DIAC:

Helpline (131 881)

Website: <http://www.immi.gov.au/>

Course fees, refunds and other financial issues

See the latest refund policy document attached

Fees include:

- Facility and program orientations
- Tuition, tutorials and lectures
- Study guides
- Authorised supported learning materials and compulsory textbooks (if applicable)
- Student counselling and support
- Australian Culture, Language and Communication
- Student identification card

Additional costs not included:

- Australian Department of Immigration and Citizenship visa application and associated test costs
- Additional visa applications (work permit etc)
- Transport to Australia
- Travel to and from campus
- Travel to and from placement facilities.
- Daily living expenses
- Off-campus excursions
- Stationery (books, pens, photocopying etc)
- Applicable textbooks
- Supplementary Assessments (if applicable, conditions apply)
- Re-attendance of classes (if Fail)
- Recognition of Prior Learning application (50% of each unit cost) (if applicable)
- Replacement study guides or program learning materials

- Students are advised to keep their receipts regarding education expenses for taxation purposes (if applicable).

- InTech reserves the right to defer a student's progress in the program when fees remain unpaid and to follow legal processes for monies outstanding. A student's enrolment may also be terminated if they default on payment.

- Work experience may be unpaid – therefore students will need to balance their finance and paid work time.

InTech Refund and Exemptions Policy

See the latest refund policy document attached

Obtaining a refund

If a student believes they are entitled to a refund they must lodge a written Request for Refund to InTech Finance Officer within 10 working days of the date of termination of enrolment. Requests for refunds will be processed within 5 working days and written notice of the outcome given to the student. If a refund amount is due, this will be paid within 10 working days of the notice. Request for Refund forms are available from Student Services.

Protection of student funds

InTech is a member of the Australian Council of Private Education and Training, Overseas Student Tuition Assurance Scheme (OSTAS) and agrees to conform to the Memorandum of Articles of Association, the By-laws and the Code of Ethics.

- See:

<http://www.acpet.edu.au/index.php?option=comcontent&task=view&id=158&Itemid=101>

- For details of the courses covered by the OSTAS for InTech, please refer to the ACPET OSTAS provider report available upon request from InTech.

Enrolment fees and refunds

- In all cases, enrolment fees paid by the student are excluded from refund amounts due.

Compulsory additional costs and refunds

- Compulsory additional costs are payable by the student as and when they are required, and in all cases are excluded from refund amounts due.

Other financial issues

- This section addresses the additional expenses and financial issues that students and their parents may find helpful when assessing the full costs of studying and living in Australia. Depending on the program of study selected by the student and the student's personal preferences, they may incur the following expenses. Please note, this information is provided as a guide only. All costs are correct at time of publication and are subject to change.

School age dependents

Students should consider the extra expenses and difficulties associated with bringing their families with them to Australia. Dependents of international students attending government primary and secondary schools in Australia are required to pay tuition fees. For more information about school aged dependants, including school fees that may be incurred **See:** www.immi.gov.au Should the student be accompanied by school age dependents, the student must accept responsibility for any primary or secondary school fees. The dependents are not eligible to attend government schools free of charge.

Visas

International students are required to obtain a student visa to study in Australia. Current visa processing charges (payable to the Australian Government) can be found at <http://www.immi.gov.au/allforms/990i/students-visa-charges.htm> As part of the visa process, students may be required to have a medical check with an Australian Government authorised doctor.

See: <http://www.immi.gov.au/allforms/health-requirements/index.htm> for all medical associated information for an Australian student visa.

International Student Work Rights

International students on student visas are permitted to work in Australia up to a **maximum** of 20 hours per week during an academic semester and unlimited full time hours during semester breaks provided it does not interfere with the demands of study.

Accommodation

As an international student, you are responsible for your own day-to-day living costs. These costs can vary enormously from one student to another. In the table below we try to let you know what expenses you might be exposed to but these are only a guide.

Establishment costs

- Bond (one month's rent) + 2 weeks rent in advance (6 weeks rent in total)
- Telephone / gas, electricity connections / Water rates / Internet connection /
- General establishment (furniture, bedding, kitchen utensils etc)

Other costs

- Books, stationery and equipment
- Clothing

Personal costs

- Rent (can range from \$70 per week to \$250 per week)

Food

- Household costs (food, power, and phone)
- Travel expenses (to and from home or city)
- Miscellaneous (entertainment, personal items etc)
- Mobile phone charges
- Motor vehicle expenses (registration, insurance, petrol)

There are a number of accommodation options available for students studying in Australia. If students require assistance in arranging accommodation they may contact InTech and request support in locating suitable accommodation.

Options available can include Homestay (living with an Australian family), student apartment accommodation, rental unit/townhouse or house.

Rents can vary depending on the location, size (2 bedrooms, 3 bedrooms etc) and facilities (lock up garage, built in wardrobes, air conditioning etc). Many students in Australia live in an apartment or a house with other students, sharing the cost of gas, electricity and sometimes food.

Other types of accommodation for students include private board, hostels and guest houses. Again, costs will vary depending on the location and the facilities available.

Below are some examples and an indicative guide to costs:

Homestay (with full board and meals)	AUD\$150 - \$250 per week
Boarding hostels	AUD\$ 90 - \$120 per week
Shared rental accommodation	AUD\$ 80 - \$150 per week
Rental accommodation (from)	AUD\$150 – per person per week

Useful Web Sites

<http://au.easyroommate.com/>

<http://www.realestate.com.au/>

<http://www.flatmates.com.au/>

<http://www.myflatmate.com.au/>

General living expenses

The average international student in Australia spends about AUD\$360 per week on food, accommodation, clothing, local transport, telephone, gas/electricity, stationery and entertainment, although this varies significantly by location and lifestyle.

International students on visas that seek permission to work are able to work up to 20 hours per week. Although it is possible for international students to work whilst studying, part time employment should not be regarded as a means of financing your studies in Australia.

Student discounts

Students that are enrolled in career (non-ELICOS) programs are issued with a full time tertiary identification card. This entitles them to many student discounts, providing significant cheaper costs on public transport, cinema tickets and more.

Health and medical

All international students coming to Australia on student visas are required to have Overseas Student Health Cover. InTech advises all students as to their obligations to have valid Overseas Health Cover. While this cover provides financial assistance towards doctors and some hospital services, it does not cover dental, physiotherapy or optical services.

Medical Health Insurance

It is compulsory that all students on a student visa must have medical health insurance in Australia. InTech will quote you for the first year or the shorter duration according to the course length for such insurance. If you have a longer course than 1 year you must renew your medical insurance. InTech staff will assist you with the application.

**www.medibank.com.au
for Terms and conditions
of the scheme**

Medical insurance can be used for health check, doctor's visits, medical treatments etc.

. Health and Emergency Services

Poisons Information Centre

Ambulance/Fire Brigade/Police

Dial 000 in an emergency

Ring for information 24 hours a day.
Phone: 13 1126

Phone: 000 (triple zero)

Counselling Services

Lifeline - Child, Youth & Family Counselling

24 hour telephone counselling is available. Face to face counselling is available by appointment. Counselling support is provided for couples, families & individuals suffering crisis & emotional distress.

Phone : 13 1114

Web: www.lccq.org.au

Relationships Australia (Relationship Counselling & Gambling Help)

Addiction, Financial & Family Relationship counselling & Mediation is available to everyone.

Phone: 1300 364 277

Web: www.relationships.com.au

Salvation Army

Offering support and counselling. Phone:1300 36 3622

Customer Complaints and Appeals Process – see attached policy

InTech Code of Practice

As a Registered Training Organization under the AQTF. InTech Institute of Technology has agreed to operate within the Principles and Standards of the Australian Recognition Framework. This includes the commitment to recognize the training qualifications issued by other Registered Training Organizations (RTOs).

InTech Institute of Technology will meet all legislative requirements of State and Federal Government in particular; Workplace Health and Safety, Workplace Relations and Vocational Placement Standards will be met. Students can constantly update themselves about issues concerning health and safety. All trainees will be recruited in an ethical and responsible manner that is consistent with the requirements of the curriculum or National Training Package. Our access and Equity Policy ensures that trainee's selection decisions comply with equal opportunity legislation.

Appropriate qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on their qualifications and experience.

Where the qualifications of existing staff cannot determine the language and numeracy skills of a student then students will be referred to regional officers of the Queensland Adult English Language, Literacy and Numeracy.

Students are expected to abide by the standards as set out in the Induction manual and adhere to its content. Any breach of these guidelines may result in disciplinary action. All staff and students are expected to follow and enforce these guidelines. If any student feels they have been treated unfairly the following is available to them: Refer to the Appeals process and Refer to the grievance policy as outlined in the student induction manual. In-Tech Training has a commitment to providing quality service and a commitment to continuous improvement. We value your feedback from trainees, staff and employers for incorporating into future programs. Our on-line feedback mechanism allows you to give feedback on each lecture. We will also gain feedback via anonymous feedback forms from time to time.

InTech has agreed to participate in monitoring and audit processes required by the Training Recognition Council. This covers random compliance audits, audits following complaints and audits for purposes of registration.

InTech employs sound management practices to ensure effective client service. In particular we have client standards to ensure timely issue of trainee assessment results and qualifications.

These will be appropriate to competence achieved and issued in accordance with national guidelines. Our quality focus includes a Recognition of Prior Learning (RPL application documents are found to the end of this brochure), a fair and equitable refund policy, a Grievance Policy and Appeal policy (of these are stated in the student induction manual).

Where necessary, students are advised on literacy and numeracy support personnel. We will take every opportunity to ensure that this information is disseminated, understood and valued by personnel and clients.

InTech Training has policies and management strategies, which ensure sound financial and administrative practices. Management guarantees the organizations sound financial position and safeguards trainee fees until used for training or assessment.

We have a refund policy (see student induction manual). Trainee records are managed securely and confidentially and are available for trainee perusal on request. InTech has adequate insurance policies.

Please refer to the current handbook on latest versions of all policy and procedure. Available on request from InTech or on www.intech.edu.au

Start Dates:

Continuous Enrollment

Enrollment Process:

Enquire at Intech for a general student handbook, course profile, entry conditions, classroom place availability and fee arrangement on:

28 Russell Street, South Brisbane, Queensland
Australia

Tel: +61 7 3846 7774

Fax: +61 7 3844 7747

Email: admin@intech.edu.au

Web: www.intech.edu.au

Please refer to the latest version of Policies and Procedures :

You will need to read the following very carefully:

- Refund Policy
- Legislation
- Grievance and Appeals
- Critical Incidents
- Attendance and course Progress
- Special Requirements if you are under 18
- Transfer Between Registered Providers
- Completion of your course on time
- Deferring, suspending or cancelling the student's enrolment
- Course credit
- Formalization of enrolment
- Attendance Policy

If you cannot find any of this please email us or call and we will send you an electronic copy via email.