

**QUEENSLAND'S BOUTIQUE REGISTERED
TRAINING ORGANISATION**

Domestic Student Handbook

Student Details

Student name:

Address:

Phone:

Email:

Employer details (if applicable)

Business name:

Address:

Phone:

Email:

Contents

Welcome!.....	4
Qualifications offered by Intech	5
Government Funded Training Programs.....	5
About Your Training plan	5
Intech's Method of Testing	5
Volume of learning.....	5
How will you be assessed?.....	5
Resources required for assessments.....	5
Student Support Services.....	5
Student Fees	5
Your Rights and Responsibilities	5
Issuing Qualification(s).....	5
Policies and Procedures.....	5
Legislation	5
Contact Information	5

Welcome!

On behalf of our team I welcome you to InTech Institute of Technology and thank you for choosing to study with us. Whether you are seeking to update or upgrade your skills or seeking a new career path, our team of friendly and dedicated staff will assist you to make the most of your experience with InTech.

InTech Institute of Technology has provided training to students from all over the world since 1987. InTech has completed its 17th year in Australia as an RTO, having achieved RTO registration in January 2000.

At InTech you can expect to experience high quality teaching and facilities. Our experience over the years has helped us create a learning environment which lends itself to the ideal learning outcomes. Our vocational trainers work on the fundamental principle of "know your Student". The teaching is based on ;

- Small class groups which promotes individual attention
- Use of modern audio visual equipment to compliment teaching methods
- 'Freely issued study guides, loan textbooks and course note
- Continuous practical work to enhance learning and retention
- 24x7 Access to online study materials and textbooks

InTech offer a wide range of programs, whether you are looking to go into trades or university or upgrade your skills or just get recognition for your current skills - **We can take you there!**

This handbook is designed to provide you with all the information that you need to know about studying with InTech.

We look forward to helping you achieve your educational goals, on this note, I once again welcome you to InTech and wish you every success as you build your dream career.

Robin Jaggessar

Head of College





Qualifications offered by Intech

All of our courses are nationally recognized within the Australian Qualifications Framework (AQF).

For further information please visit : <https://www.aqf.edu.au/aqf-levels>

Qualifications offered by Intech

At InTech we pride ourselves on having up-to- date courses which are offered in a practical environment. We ensure latest facilities are available to support our learning system. This includes practical and interactive automotive and engineering workshops, computer diagnostic and repair labs, interactive whiteboards, 3D Printer facilities, robotics machines and much more.

Our lecturers are affiliated with Australian universities and have had careers in the programs they teach, meaning they know what information and skills are relevant for the industry and what you'll need to succeed in the future.

We have over 30 courses available across 5 study areas from entry level certificates to post-graduate qualifications. From Business to Automotive, Information Technology to Engineering we have a great range of programs to suit you. We offer full-time and part-time face-to- face classes. Online study options are available to domestic Australian students.

Please visit our website for detailed information regarding current courses- <https://intech.edu.au/courses/>

For more information regarding training please refer to this link <https://training.gov.au/>



InTech was first established in South Africa before transferring its educational expertise to Australia.



Proudly family owned and operated & a rich diverse culture



Personalised approach to learning



Flexible study options



Small, interactive classes



Government Funded Training Programs

Certificate III Guarantee Program– is a Queensland Government initiative that offers a government subsidy to support eligible individuals to complete their first post-school certificate III qualification.

For more information and eligibility criteria please refer to the Certificate III Guarantee Fact Sheet link given below

<https://training.qld.gov.au/site/providers/Documents/funded/certificate3/c3g-factsheet-student.pdf>

Higher Level Skills Program– assists eligible individuals no longer at school gain higher level skills required to secure employment or career advancement in a priority industry or to transition to university. For more information and eligibility criteria please refer to the Higher Level Skills Fact Sheet link given below

<https://training.qld.gov.au/site/providers/Documents/funded/hls-student-factsheet.pdf>

User Choice Program– provides public funding contribution towards the cost of training and assessment for eligible Queensland apprentices and trainees.

Further information about User Choice program is available at www.training.qld.gov.au

Entry requirements

There are entry requirements that may apply to some qualifications. These entry requirements will be explained by our staff prior to your enrolment. The entry requirements depend on the course you are enrolling in.

Any specific requirements will be discussed with you before you enrol to ensure you are able to comply with these entry requirements.



About Your Training plan

Your training plan includes information about:

- * Where and how training and assessment will be conducted
- * The units (subjects included in your qualification)
- * Dates for training and assessments
- * Resources required

All training/assessment dates will be set and confirmed with you and or your employer and or your school to suit your enrolment .

For more information regarding training plans, Please refer to :

<https://training.qld.gov.au/apprenticeshipsinfo/information-resources/information-sheets/atis-040>

Course completion date:

Your course completion date is determined by the course you have enrolled in and is written in your training plan.

Your course completion relies on your own commitment to complete all the course requirements . Also, your progress will be monitored and any information related to the progress of your training may be shared with appropriate parties.

In case of any concern, please speak to your trainer or administration at InTech.

Resources required for assessments

You will need to complete assessments for all of the units in your chosen qualification. Training delivery and assessment may be conducted face to face and or electronically/RPL/Credit Transfer.

If you are enrolled under blended course/learning, this means part of your learning and /or assessment will occur online through InTech's online learning platform. You will need access to the internet as well as a computer. You will be provided with a secure user name and password to access Intech Learning Management System (I-LMS) which includes course content, videos and podcasts. You may also require internet and access to your computer to conduct research for your assessments.

You will also needs resources such as :

- * Pen/Paper
- * Access to work place documents such as policies and or procedures
- * Time (to research information and to undertake assessment activities)

Please talk to your supervisor if you think you will have difficulty accessing some or all of the resources required.



Intech's Method of Testing

Competency Based or formative assessment -

InTech will employ fairness in its testing methods. Testing is performed on a continuous basis to allow students to gain success in small steps. There is no "one-off" examination to prove whether students have gained success or not in their relevant field of study. This Method gives the student an opportunity to accumulate success towards their qualification from the very first day at the Institute. Where possible, InTech will use a hands-on practical approach to assessments.

Summative assessment -

Refers to the assessment of the learning and summarizes the development of learners at a particular time. After a period of work, e.g. a unit for two weeks, the learner sits for a test and then the teacher marks the test and assigns a score. The test aims to summarize learning up to that point. (Note this assessment method is only used in specific courses that are designed as pathway to university programs).

Competency based-

Students in general are assessed in the Vocational Education and Training (VET) sector for each element of competency addressed as:

C = Competent
or NYC= Not Yet Competent

RPL (Recognition of Prior Learning) -

In some situations, the progression of qualification may happen by recognizing existing abilities without the need for you to attend additional learning. You will need to provide evidence of your skills and may require a third party verification. Please contact Intech administration for more information.



Volume of learning

The volume of learning depends on various factors like

Nominal hours of training – These are the number of hours that are considered necessary for the learning and or assessment activities associated with a particular qualification.

Volume of learning – AS per ASQA fact sheet - The AQF volume of learning describes how long a learner, who does not hold any competencies identified in the qualification, would normally take to develop all the required skills and knowledge at that qualification level. The volume of learning includes all teaching, learning and assessment activities that are required to be undertaken by the typical student to achieve the learning outcomes.

When designing the structure of a training program, the way in which a course will be delivered may influence the amount of training to be provided. Delivery modes can include:

- * Face-to-face learning
- * Online learning
- * Self-paced distance delivery
- * Workplace training, or
- * A mixture of modes

The mode/s of delivery you choose for a training and assessment strategy will determine how Intech will schedule training and assessment activities

Below table shows typical study load as per Australian Qualifications Framework

Certificate I	Certificate II	Certificate III*	Certificate IV^	Diploma	Advanced Diploma	Graduate Certificate	Graduate Diploma
0.5 – 1 year	0.5 – 1 year	1 – 2 years	0.5 – 2 years	1 – 2 years	1.5 – 2 years	0.5 – 1 year	1 – 2 years
600 – 1200 hours	600 – 1200 hours	1200 – 2400 hours	600 – 2400 hours	1200 – 2400 hours	1800 – 2400 hours	600 – 1200 hours	1200 – 2400 hours



How will you be assessed?

Assessment Pathways

The purpose of assessment is to collect evidence to make a judgment about performance. Assessments can be organized in different ways to take account of your current abilities and previous study you have completed. The different pathways are:

Training and assessment	This combines both training and assessment, this could be done in classroom, on the job and or /electronic training, and the complete the issued assessment
Assessment only (RPL)	In some situations, the progression of qualification may happen by recognizing existing abilities without the need for you to attend additional learning.
Direct Credit transfer	<p>You will be credited with any unit(s) that you have completed previously if the unit(s) can either be :</p> <ul style="list-style-type: none"> ❖ Directly matched to your currently enrolled units ❖ Deemed equivalent to your currently enrolled unit(s) as documented in the relevant training packages <p>Before any Direct Credit can be finalized, Intech must sight the original Certificate/Statement of Attainment, or Sight a certified true copy</p>
Flexible pathways	Combination of above pathways may be possible, you should speak to your trainer regarding this

Working with you

InTech cares about the needs of our students and takes the highest care in making sure they settle in the learning environment as soon as possible. We are dedicated to continuously improving our services to meet the needs and expectations of our students and our friendly staff are on hand to give advice. Our trainers and Student Support Services helps to resolve problems that may impede the successful completion of student's study programs. This includes student services such as:

- * Language and academic support.
- * Confidential counselling

All services offered internally at the college are free. Students may have to pay for professional services rendered by Persons outside the college staff.



Resources required for assessments

You will need to complete assessments for all of the units in your chosen qualification. Training delivery and assessment may be conducted face to face and or electronically.

If you are enrolled under blended course/learning, this means part of your learning and /or assessment will occur online through InTech's online learning platform (I-LMS). You will need access to the internet as well as a computer. You will be provided with a secure user name and password to access LMS.

You may also require internet and access to your computer to conduct research for your assessments.

You will also need resources such as :

- * Pen
- * Paper
- * Access to work place documents such as policies and or procedures
- * Time (to research information and to undertake assessment activities)

Please talk to your supervisor if you think you will have difficulty accessing some or all of the resources required.

Resources available

Intech provides its students with wide range resources to assist them with the completion of units of competency. However, we still recommend that you use some external resources such as text books, internet etc. to supplement information required to complete tasks.

Below are some sources of information that could assist you with your studies

- * Internal resources within your organisation
- * Industry publications
- * Local Libraries
- * The Internet



Student Support Services

Learners with Disabilities Including Literacy and Numeracy

At Intech we provide Language, Literacy and Numeracy services to any eligible student excluding school-based apprentices and trainees. Please note that in the case of school-based apprentices and trainees it is the responsibility of school to provide LLN support.

It is the responsibility of the trainer to ensure that they are conscious of individual learning needs in class, and will adapt their delivery and assessment methods to suit the needs of their students. Where necessary and appropriate, reasonable adjustments will be made to methods of delivery and assessment processes to suit the needs of the individual, so that the student has a reasonable chance of success in their training.

You will be provided with language and literacy support should you require LLN support and this may be in the form of videos, cases, worksheets on the ILMS. (Intech Learning Management System)

Rescheduling of Assessments

If you cannot complete an assessment, due to exceptional or unavoidable circumstances beyond your control, The reasons may include:

- * acute illness
- * loss or bereavement
- * hardship or trauma

You may be granted a deferred assessment. Please inform your trainer 24 hours (if possible) prior to the assessment due date and follow the procedure to apply for a deferred assessment. The rescheduled assessment must occur before the course end date.



Student Fees

The course fee and other costs associated with course have been discussed with you and/ or your employer/school or third party prior to enrolment in this course.

If you have any further queries regarding course costs, please speak to Intech staff or refer to our website for current fees and charges.

Co-contribution:

Given the increased benefits that you can gain from higher-level training, you are required to contribute to the cost of your training through a co-contribution fee, payable to the training provider.

The fee may be paid on your behalf by an employer or another third party but cannot be paid or waived by the training provider or any organisation related to the training provider unless approved by DET. Refer to student fact sheet for more information.

Some students may be eligible for a concession fee. Students of Aboriginal or Torres Strait Islander origin, and/or holder of concession cards like Health Care Card, Pensioner Concession Card or Veteran Affairs Pensioner Concession Card, may be eligible.

Refund policy

We understand that situations change and it's not possible to always complete your course. You and/or your employer and/or third party may be eligible for a refund or partial refund of any fees already paid to Intech. Please refer to "Intech Refund Policy" under student policy section in our Handbook. Our handbook is available on our website <https://intech.edu.au/>

Additional fees

A service charge may apply in the following situation(s)

- * Replacement training material
- * Replacement certificate or statement of attainment
- * Assessments submitted outside agreed time

Information on fees and charges are clearly documented in course brochures and flyers and is also available through our website.



Your Rights and Responsibilities

As a student, you have a right to: (refer to detailed information in the DET fact sheet)

- * Learn in a safe, supportive environment without harassment or discrimination.
- * Be informed of all assessment procedures as well as results from those assessments.
- * Lodge a complaint without being victimized

As a student you also have a responsibility to:

- * Learn and progress in your course.
- * Include verification from your manager or relevant third party – if required
- * Complete your assessments on time
- * Be honest in assessments
- * Always work in a safe environment

We strongly recommend that you retain a photocopy, or a saved copy, of your completed assessment for your records, to safeguard against if your assessment is not received by Intech College.

We also recommend that you visit Queensland Government - Department of Employment, Small business and Training website for additional information.

Or visit below link

<https://training.qld.gov.au/apprenticeshipsinfo/informationresources/Pages/information-sheets/ATIS-003.aspx>

Plagiarism and collusion

All students are expected to maintain high standards of academic honesty and integrity. Academic misconduct is defined as attempts by students to cheat, plagiarise or otherwise act dishonestly in undertaking an assessment task, or assisting other students to do so. Students are considered guilty of cheating if they seek to gain advantage by unfair means such as copying another students' work, or in any way mislead a lecturer or tutor about their knowledge, ability, or the amount of original work they have done.



We are here to help you succeed.

Please ask for assistance if you are unsure of an assessment requirements, need some help or any special consideration to enable you to complete an assessment.



Issuing Qualification(s)

Qualifications will be issued within 30 calendar days of the learner being assessed as meeting the requirements of the training package, Provided all the units of competency have been :

- Completed
- Submitted
- Assessed as competent
- All agreed fees the learner owes to InTech has been paid.
- Must have provided the USI

You are allowed to submit and resubmit assessments up to the initially agreed training completion date.

A Certificate is issued on gaining competency in all of the units in your qualification
A statement of attainment is issued on partial completion of your qualification
A statement of results can be requested at any stage

Safety:

Your safety is paramount to us. As a student it is your responsibility to follow all required health and safety instructions and behave safely all the times.

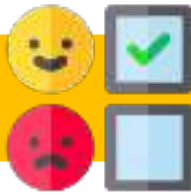
Please refer to our Critical Incident policy; this is available on our website in our handbook

You are also required to observe all work place health and safety requires and follow your Work health and safety 's requirements.

For everyone's safety please speak to your trainer or other InTech staff member

- ✳ If you are not sure of any safety or evacuation requirements
- ✳ Observe any safety hazard or matter that needs immediate attention
- ✳ Injured during your time under InTech supervision.

Intech staff/ Enrolment officer will talk to you about safety at work during your induction.



Your Feedback

Your feedback is important to us. You can provide feedback at any time. Please ask your trainer.

Intech conducts an internal student survey on a regular basis.

At the completion of your course you will be required to complete "A student training and employment survey"

Cancelling appointments :

In case you are unable to attend an agreed appointment (face to face , Online) you are required to :

- * Advise your trainer as soon as possible
- * Agree to arrangements made to replace the missed session
- * If applicable, advise your employer/school

For any other issues please contact Intech administration, contact details are provided at the end of this document

Change of personal details

Please advise your trainer and Intech administration staff of any changes relating to your personal or employment detail



Other Support Services

Some other support services that may be useful to know

Support service	Contact details	Service details
Emergency matters	000	Life threatening situations, such as a car crash or a fire.
Local police - non urgent matters	131 444 (Everywhere except Victoria). In Victoria you need to call your local police station (consult your local Telephone Directory)	Police attendance for non-urgent matters.
Lifeline	13 11 14	Lifeline provides crisis support, suicide prevention and mental health support services across Australia. These can include stresses from work, family or society and physical and mental wellbeing. Lifeline offers support services by phone or through their online chat available on their website.
Kids Helpline	1800 551 800	If you're between 5 and 25 and you're feeling depressed, worried, sad, angry or confused about things like your studies personal relationships, Kids Helpline offers free 24 hour, 7 day telephone counselling support (anonymous if you prefer).
Poison Information Centre	131 126	Provides advice on the management, assessment and treatment of poisonous products including non-prescription pharmaceuticals, household and industrial chemicals, and plant and animal venom.
Sexual Assault counselling service	Search online for 'rape crisis centre' in your home state	If you, or anyone you know, has experienced or is at risk of sexual assault, call one of the state-based sexual assault counselling services. These provide a free 24 hour, 7day a week telephone counselling service (anonymous if you prefer). Many are connected to hospitals or government health departments to help you if the assault has left you with injuries



Policies and Procedures

The policy and procedures for both complaints and appeals are available of the Intech college website under student policy section

A range of policies and procedures information is available to stakeholders, which covers the following topics:

- * Fees and Charges
- * Refunds
- * Grievance Complaint
- * Appeals
- * Language, Literacy and Numeracy.
- * Recognition of Prior Learning and National Recognition
- * Code of Practice

As policies are subject to change without notice please access the current version from the Intech College website.

Complaints and appeal procedure

Our complaints and appeals policy will ensure that students who have a complaint or appeal, have the right to raise the complaint or appeal and expect that every effort will be made to resolve it promptly without prejudice or fear of reprisal or victimisation.

THE COLLEGE UNDERTAKES TO ENSURE THAT:

1. All disputes Complaints and Appeals will be handled professionally, equitably, confidentially, and in a Timely manner, with a view to achieving satisfactory resolution;
2. All parties will have a clear understanding of the steps involved in the Student Complaints and Appeals Procedure, prior to, and during the carrying out of the procedure;
3. Prospective students are provided with a copy of the Student Complaints and Appeals Procedure document before making a contract to enrol, and again at course commencement;
4. Relevant staff members are familiar with the Student Complaints and Appeals Procedure. Students are encouraged, wherever possible, to resolve concerns or difficulties directly with the person(s) concerned. There are Student Counsellors available to assist students to resolve their issues at this level.



Privacy

At Intech we are committed to ensure that we comply with privacy, legislation and that the students and staff also respect privacy of others. We do not share your personal or professional information with anyone.

Collection of student information

As an RTO Intech collects and holds personal information relating to you and your application, enrolment, academic progression and graduation, and the provision of student services to you.

Records

Your information may be held in paper and electronic files. We take all reasonable steps to ensure that the information we collect about you is stored securely. We are required by law to retain records for certain periods depending on the type of record. We have appropriate systems and policies in place to protect your information from loss, unauthorised access and misuse.

Your obligations

If you provide untrue, misleading or incomplete information to InTech, this may have consequences for your application, enrolment, academic progression or graduation, or for the provision of student services to you.

Use of Personal Information

Your personal information will be used by staff involved in the administration of your application, enrolment, academic progression, completion of qualification and in the provision of student services to you, and for directly related purposes in ways that you would reasonably expect.

Please be advised that your personal information may be shared with respective parties involved in your training. This could be government department(s), your employer, your school, parent(s) or guardian any anyone else involved in progression of your learning.

Student record

You can obtain access to your student record by lodging a written request with administration. You will need to provide identification and you may be charged a fee if you request copies of your student record.



Legislation

All InTech staff and students are expected to comply with all relevant legislation :

Commonwealth Legislation:

- * Australian Consumer Law
- * Disability Discrimination Act 1992
- * Human Rights and Equal Opportunity Commission Act 1986
- * Privacy Act 2012
- * Racial Discrimination Act 1975
- * Sex Discrimination Act 1984
- * Standards for Registered Training Organisations 2015
- * Workplace Relations Act 1986
- * Work Health and Safety Act 2011

State Legislation

Queensland

- * Anti Discrimination Act 1991
- * Child Employment Act 2006
- * Industrial Relations Act 1999
- * Vocational Education, Training and Employment Act 2000

Continuous improvement

Intech is committed to continuously improving the quality of product and service that we provide. This done through application of various Quality Assurance processes. Student's, clients, staff, industry partners, global trends and government form part of our continuous improvement.



Contact Information

Main Campus Address:



21 Parkview Street, Milton QLD 4064 (Just opposite Suncorp Stadium)



admissions@intech.edu.au



(+61 7) 3369 7441/ 0477778909



Monday – Friday 9:00AM to 5:00PM

Automotive and Engineering workshop address:



21 Parkview Street, Milton QLD 4064 (Just opposite Suncorp Stadium)



Intech.garage@gmail.com



(+61 7) 3369 7441/ 0477778909



Monday -Friday 8:30 AM to 5:00PM



www.intech.edu.au



+61 733697441

admissions@intech.edu.au

21 PARKVIEW STREET, MILTON QLD 4064