



RTO Code 45232 | CRICOS Code 03638D

Domestic Student Handbook

Vs1.5 2026

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Introduction

This Student Handbook provides important information about studying at INT College. It outlines the services, policies, and support available to help you successfully complete your course.

INT College is committed to providing a safe, inclusive and supportive learning environment that enables all students to develop the skills and knowledge required for employment and further education.

Prior to commencing their studies, students will be provided with important information about studying at INT College. This includes information about course requirements, assessment expectations, student support services, work health and safety procedures, and key policies contained in this Student Handbook.

Students are encouraged to read this Student Handbook carefully and speak with their trainer or INT College staff if they have any questions.

About INT College

INT College is a Registered Training Organisation (RTO No: 45232) approved by the Australian Skills Quality Authority (ASQA).

INT College delivers nationally recognised vocational education and training across a range of industry areas including aged care, disability, hospitality, leadership and management.

All training and assessment delivered by INT College is nationally recognised and aligned with the Australian Qualifications Framework (AQF).

You can view our official registration record on the National Training Register here:
<https://training.gov.au/Organisation/Details/45232>.

INT College operates under the Australian VET Quality Framework and the National Vocational Education and Training Regulator Act 2011. Our campuses are located at:

- 5/40 Phillip Street, St Marys, NSW 2760
- 3/30 Blueridge Drive, Dubbo, NSW 2830

INT College is responsible for the quality of the training and assessment delivered to students and for issuing AQF certification documentation to students who successfully complete the requirements of their course.

Vision Statement:

To be a leader in vocational education and training, empowering individuals with the skills and knowledge to excel in their chosen careers and contribute to a dynamic and innovative workforce.

Mission Statement:

Our mission is to deliver high-quality vocational education and training that meets the needs of students, employers, and the community. We are committed to:

- Providing a supportive and inclusive learning environment that fosters personal and professional growth.
- Ensuring compliance with regulatory standards and maintaining the highest levels of quality and integrity in our training programs.
- Engaging with industry and stakeholders to deliver relevant and up-to-date courses that enhance employability and career progression.

- Supporting our students through comprehensive counselling and support services to help them achieve their educational and career goals.

Our objectives

In recognition of this mission, our objectives are:

- **People.** We strive to attract, recruit and retain talented, competent and committed trainers. We promote excellent performance through leadership and professional development.
- **Safety & equality.** We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.
- **Integrity & ethics.** We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.
- **Quality committed.** We aspire to deliver consistent, high-quality services and apply quality systems which support training and assessment excellence.
- **Learner Focused.** We thrive on providing training and assessment that is learner focused and which supports lifelong learning. We respect our learners and strive to attract them time after time through high quality training and assessment experiences.
- **Industry engagement.** We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.

Our expectation of you

INT College expects you:

- To contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- To comply with the rules and regulations of INT College.
- To be honest and respectful. Do not plagiarise work or information and not conducting yourself in any way that may cause injury or offence to others.
- To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.
- To monitor your own progress by ensuring that assessment deadlines are observed.
- To utilise facilities and INT College publications with respect.
- To respect other students and INT College staff members and their right to privacy and confidentiality.
- To follow your trainer's instructions and attend all classes and be punctual.
- To complete all of the assigned workbooks and assignments.
- Work safely and promote a safe training environment.
- To be familiar and comply with Australian laws
- To be free from (not under the influence of) prohibited drugs and/or substances including alcohol during attendance at the institute

- To not trespass or knowingly entering any place within the premises of the institute that is out of bounds to students.

Introduction to Australian Vocational Education and Training

What is VET?

Australia's Vocational Education and Training (VET) system is based on nationally endorsed industry training packages which identify specific skills and knowledge applied in the workplace. Students' undertaking a VET qualification must demonstrate the skills and knowledge identified in a training package and be assessed as 'competent' in the selected units of competency to be eligible for the award of the qualification.

National recognition

The qualifications and Statements of Attainment issued by INT College must be automatically recognised by all RTOs across Australia. In turn, INT College recognises the qualifications issued by RTOs in all other states and territories. This allows people to move around Australia from different employers and being confident that their qualification will be equally recognised.

What is competency-based training?

Competency based training is training that develops the required skills, knowledge and attitudes to meet the competency standards that are set out in national Training Packages. Competence is the concept of performing workplace tasks to a specified standard of skills and knowledge.

Training Packages

Training Packages represent the national industry benchmarks for VET training. They set out the competencies to be achieved but do not state how the training should be delivered or the length of time taken.

This means that participants may complete their qualification in different amounts of time depending for example, on the amount of related workplace experience. Your assessor will make judgments of your competency after reviewing all the different types of assessment evidence you provide. The qualifications offered by INT College are listed on our website. These qualifications are contained within Australian Training Package. This training package contains all current Australian vocational level qualifications.

The Training Package can be downloaded from the National Training Register at the following link:

<http://training.gov.au/>

Results and certificates

On completing the training program with INT College, and upon full payment of all fees, you will receive a nationally recognised qualification. This qualification is recognised within the [Australian Qualifications Framework](#). Qualifications are formatted to a uniform standard to ensure they are valid documents and will be instantly recognised throughout Australia. A qualification issued by INT College will be accompanied by a transcript which will detail the units of competence issued within the qualification.

Where a student does not complete the entire course requirements, they may be entitled to receive a Statement of Attainment. A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units. A Statement of Attainment can be used as a basis for recognition of your current competence with other Registered Training Organisations within Australia.

A statement of results will be available to you upon request throughout your training. This will provide you with information about your progress. A fee of \$20 will apply for any letter or statement requested.

Legislative and Regulatory Responsibilities

INT College is required to operate in accordance with the laws of Australia. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that INT College has recognised it has compliance responsibilities.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation (Acts of Parliament) that may impact on you.

While INT College has an obligation to meet certain requirements of these Acts, you also should make yourself fully aware of the legislation that affects you.

Copies of State and Federal legislation can be found on the Internet at www.comlaw.gov.au.

Following is a summary of the legislation that will generally apply to your day-to-day work and training.

Work Health and Safety (WHS) Act 2011

The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces by protecting workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from particular types of substances or plant.

The WHS Act covers most workers in Australia are protected by nationally uniform work health and safety laws. This includes employees, contractors, sub- contractors, outworkers, trainees, work experience students, volunteers and employers who perform work.

The WHS Act also provides protection for the general public so that their health and safety is not placed at risk by work activities.

Duties of other persons at the workplace (section 29). Any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions. They must also cooperate with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.

Privacy Act 1988

An organisation must not collect personal information unless the information is necessary for one or more of its functions or activities.

An organisation must not use or disclose personal information about an individual for a purpose (the secondary purpose) other than the primary purpose of collection unless both of the following apply:

- the secondary purpose is related to the primary purpose of collection and, if the personal information is sensitive information, directly related to the primary purpose of collection.
- the individual would reasonably expect the organisation to use or disclose the information for the secondary purpose; or
- the individual has consented to the use or disclosure.

Anti-Discrimination Act 1991 (Commonwealth)

The main purpose of the Act is to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including work, education and accommodation. Anti-Discrimination applies to a person's race, religion, colour, sex, physical and/or mental capacity.

Disability Discrimination Act 1992

For the purposes of this Act, a person (discriminator) discriminates against another person (aggrieved person) on the grounds of a disability of the aggrieved person if, because of the aggrieved person's disability, the discriminator treats or proposes to treat the aggrieved person less favourably than, in circumstances that are the same or are not materially different, the discriminator treats or would treat a person without the disability.

For the purposes of subsection (1), circumstances in which a person treats or would treat another person with a disability are not materially different because of the fact that different accommodation or services may be required by the person with a disability.

Sex Discrimination Act 1984

The objects of this Act are:

- (a) to give effect to certain provisions of the Convention on the Elimination of All Forms of Discrimination Against Women; and
- (b) to eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy or potential pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and programs; and
- (c) to eliminate, so far as possible, discrimination involving dismissal of employees on the ground of family responsibilities; and
- (d) to eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and
- (e) to promote recognition and acceptance within the community of the principle of the equality of men and women.

Copyright Act 1968 (C'wealth)

Copyright is a type of property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information has been expressed by the creator.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter.

These rights include; the right to copy, publish, communicate (e.g. broadcast, make available online) and publicly perform the copyright material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred. However, there is a 10% rule which applies in relation to fair dealing copying for the purposes of research or study. A reasonable portion of a work may be copied for that purpose, and a

reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

Industrial Relations Act 1999

The main objectives of this Act are to provide a framework for industrial relations that supports economic prosperity and social justice by:

Providing for rights and responsibilities that ensure economic advancement and social justice for all employees and employers

- a) Ensuring equal remuneration for men and women employees for work of equal or comparable value
- b) Ensuring wages and employment conditions provide fair standards in relation to living standards prevailing in the community
- c) Promoting and facilitating job growth, skills acquisition and vocational training through apprenticeships, traineeships and labour market programs.

Fair Work Act 2009

The main objectives of this Act are to provide a balanced framework for cooperative and productive workplace relations that promotes national economic prosperity and social inclusion for all Australians by:

- a) Providing workplace relations laws that are fair to working Australians, are flexible for businesses, promote productivity and economic growth for Australia's future economic prosperity and take into account Australia's international labour obligations
- b) Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards and national minimum wage orders
- c) Enabling fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, protecting against unfair treatment and discrimination, providing accessible and effective procedures to resolve grievances and disputes and providing effective compliance mechanisms.

Course entry requirements

To enrol in a course at INT College, students must meet the following entry requirements:

- **Age Requirement** – Students must be 18 years of age or older at the time of course commencement.
- **Educational Requirement** – Students must have completed Year 12 (or an equivalent qualification) or demonstrate the ability to undertake vocational education and training through relevant work or life experience.
- **Language, Literacy, Numeracy and Digital (LLND)** – Students must demonstrate appropriate language, literacy, numeracy and digital skills to successfully complete the course requirements. All students will complete a Language, Literacy, Numeracy and Digital (LLND) assessment prior to enrolment to determine suitability for the course and identify any support needs. Where support needs are identified, INT College may provide appropriate assistance or refer students to relevant support services to help them successfully participate in training and assessment.
- **Technology Requirements**
Students are expected to have access to:

- A computer or laptop
- Reliable internet access
- Basic computer skills, including the ability to use email, word processing software, and online learning platforms

These requirements ensure students are able to participate fully in training, complete assessments, and access learning materials.

Unique Student Identifier (USI)

If you are studying nationally recognised training in Australia, you must have a Unique Student Identifier (USI).

A USI is a reference number that creates a secure online record of your nationally recognised training and qualifications gained in Australia.

Your USI:

- Links to an online record of your training and results
- Allows you to access your VET transcript at any time
- Ensures your training records are kept in one place throughout your lifetime

Students must provide their USI to INT College before a qualification or Statement of Attainment can be issued.

You can create your USI at the following website:

<https://www.usi.gov.au>

INT College can assist students who need help creating a USI during enrolment.

In some limited circumstances, students may be exempt from providing a USI. Where an exemption applies, certification documentation cannot be issued unless the exemption requirements under the Student Identifiers Act are met.

Language, Literacy, Numeracy and Digital (LLND) Support

INT College recognises that students may have different levels of language, literacy and numeracy skills.

To ensure students are able to successfully participate in training and assessment, all students complete a Language, Literacy, Numeracy and Digital (LLND) assessment prior to enrolment.

This assessment helps identify whether additional support may be required.

Where LLND support needs are identified, INT College may provide assistance such as:

- additional trainer support
- referral to external support services
- modified learning strategies
- reasonable adjustments to assessment where appropriate

Students are encouraged to speak with their trainer or administration staff if they experience difficulties with reading, writing, speaking English, using digital learning platforms, or completing assessments.

Updating Your Contact Details

Students must notify INT College as soon as possible if their personal contact details change.

This includes changes to:

- Residential address
- Phone number
- Email address
- Emergency contact details

Maintaining accurate contact information ensures that INT College can communicate important information regarding training, assessments, timetables, student support services, and other matters related to your enrolment.

Students can update their details by notifying INT College administration or by speaking with a member of staff.

Student amenities

INT College has extensive amenities available for students' including:

- Close to public transport being only a 2-minute walk from St Marys Train and Bus Stations and the local taxi rank. Trains leave every 30 minutes for the city to the East and every 30 minutes for Penrith to the West.
- Toilet facilities for male and female (including ambulatory toilets) within the campus and a public toilet block in the outside car park.
- Break out area and seating for lunch and eating, fridges and microwaves and food preparation area.
- If you are looking to purchase food or drinks, the main street, Queen Street is only metres away and has a large number of eateries, restaurants, take away shops and cafes.
- Disabled access including disabled parking directly in front of the campus door and a wheelchair ramp.
- Adjacent car park for up to 500 vehicles which is free of charge.
- Photocopying facilities.
- Telephones.
- Quiet study areas.
- Computers for student use.
- Counselling and referral facilities.

Student Code of Conduct and Professional Behaviour

INT College is committed to providing a safe, respectful and professional learning environment for all students, staff and visitors in accordance with the Work Health and Safety Act 2011 and relevant Australian legislation.

As a student studying at INT College, you are expected to behave respectfully and professionally at all times.

This applies:

- On campus
- During online learning
- During work placement
- In all written and verbal communication
- When representing INT College in any capacity

Students must comply with Australian laws, workplace health and safety requirements, and all INT College policies and procedures.

Expected Behaviour

Students are expected to conduct themselves in a professional, respectful and responsible manner at all times.

Students are expected to:

- **Treat staff, fellow students and visitors with courtesy and respect** – This includes listening without interruption, speaking calmly and respectfully, allowing others to express their views, and maintaining a cooperative attitude during classes, meetings and work placement. Students must recognise that staff have professional responsibilities and authority within the learning environment.
- **Follow lawful and reasonable instructions from staff** – Students must comply with academic, administrative and safety-related directions provided by trainers, management and authorised staff members. This includes directions relating to classroom conduct, assessment requirements, attendance, work placement expectations and campus safety procedures.
- **Communicate in a professional and non-aggressive manner** – Students must use appropriate language and tone in all verbal and written communication, including emails, messages and online learning platforms. Concerns must be raised calmly and respectfully, without hostility, threats or intimidation
- **Respect cultural diversity and personal boundaries** – INT College is a diverse learning environment. Students must demonstrate cultural sensitivity, avoid discriminatory behaviour, and respect the personal space and boundaries of others. Differences in opinion must be managed respectfully.
- **Engage constructively in the learning environment** – Students are expected to participate appropriately in class activities, contribute positively to discussions, and avoid behaviour that disrupts teaching or learning.

- **Use the formal Complaints and Appeals process to resolve concerns** – Students who disagree with academic or administrative decisions must follow the formal Complaints and Appeals procedures outlined in this Handbook. Concerns must not be pursued through confrontation, public disruption, social media or inappropriate pressure on staff.
- **Comply with Work Placement (Clinical Placement) requirements** – Students must adhere to all behavioural, professional and safety requirements outlined in the Work Placement (Clinical Placement) section of this Handbook. Work placement is a mandatory component of certain courses, and students represent INT College while attending placement. Misconduct during placement may result in cancellation of placement, additional fees, or further disciplinary action in accordance with this policy. Where the conduct is serious in nature, it may constitute serious misconduct under this policy and may result in cancellation of enrolment.

Maintaining a safe and respectful learning environment is a shared responsibility between students and staff.

Unacceptable Behaviour

INT College has zero tolerance for abusive, threatening or intimidating behaviour.

Unacceptable behaviour includes, but is not limited to:

- **Verbal abuse** – Including shouting, swearing, aggressive or hostile language during classes, meetings, work placement, online learning or formal discussions. This includes raising one's voice in an intimidating manner, using offensive language, or speaking in a way that undermines the authority or dignity of staff or other students.
- **Threatening or intimidating behaviour** – Including verbal or non-verbal conduct that causes another person to feel fearful, pressured or unsafe. This includes aggressive body language, invading personal space, making implied or direct threats, or attempting to pressure staff to change academic or administrative decisions.
- **Harassment, bullying or repeated unwanted contact** – Including repeated communication after being asked to stop, targeting another student or staff member with hostile behaviour, or engaging in behaviour that creates a hostile or uncomfortable environment.
- **Disrespectful, degrading or discriminatory comments** – Including comments related to race, nationality, gender, religion, disability, age, cultural background or personal circumstances. Discriminatory conduct is unlawful under Australian legislation and will not be tolerated.
- **Sexual harassment** – Including unwelcome sexual advances, inappropriate comments, gestures, messages or physical contact of a sexual nature.
- **Defamation of staff, students or INT College** – Including making false or misleading statements, whether verbally or in writing, including on social media platforms, that damage the reputation of individuals or the College.
- **Abusive digital communication** – Including sending hostile, aggressive or inappropriate emails, text messages, online posts or messages through learning platforms. Online misconduct will be treated with the same seriousness as on-campus behaviour.

- **Recording without permission** – Recording staff or students in classes, meetings or on campus without explicit permission. This includes audio, video or photographs. Unauthorised recording may breach privacy laws.
- **Physical intimidation or aggressive behaviour** – Including aggressive gestures, throwing objects, damaging property, or any behaviour that may escalate to physical confrontation.
- **Any conduct that causes another person to feel unsafe** – Including behaviour that creates fear, distress or significant disruption to the learning environment.

Aggressive, threatening or abusive behaviour may be treated as serious misconduct, particularly where the behaviour poses a risk to safety or is repeated after a warning.

Students must not attempt to resolve disputes through confrontation, aggression or intimidation. All concerns must be raised respectfully through the Complaints and Appeals process outlined in this Handbook.

Serious Misconduct

Serious misconduct refers to behaviour that is significantly inappropriate, unsafe, unlawful, or incompatible with continued enrolment at INT College.

Serious misconduct includes, but is not limited to behaviour that:

- **Threatens the safety of staff, students or visitors** – Including conduct that creates a real or perceived risk of physical harm, emotional distress, or disruption to the safety of the learning environment.
- **Involves physical aggression or assault** – Including pushing, hitting, throwing objects, damaging property, or attempting to engage in physical confrontation.
- **Involves serious intimidation or threats** – Including direct or implied threats of harm, aggressive confrontation, or behaviour intended to coerce, pressure or frighten another person.
- **Includes threats of violence, arson, or serious harm to persons or property** – Such conduct will be treated as serious misconduct and may be reported immediately to law enforcement authorities.
- **Is repeated after a formal warning has been issued** – Where a student continues unacceptable behaviour despite prior written warnings or behaviour agreements.
- **Brings INT College into disrepute** – Including conduct that significantly damages the reputation of the College, its staff, students or industry partners, whether occurring on campus, during placement, or in connection with the student's enrolment.
- **May constitute a criminal offence** – Including assault, serious harassment, property damage, theft, unlawful recording, or other conduct that may breach Australian law.

Serious misconduct may result in immediate suspension while the matter is investigated.

Where there is a serious risk to the safety or wellbeing of staff, students or visitors, INT College reserves the right to immediately remove a student from campus or placement and/or restrict access to College premises, online systems or learning platforms pending investigation.

Where allegations involve harassment or sexual misconduct, INT College will prioritise the safety and wellbeing of all affected persons. Interim measures may be implemented during investigation, including

timetable adjustments, restricted contact arrangements, or temporary suspension where necessary. Affected students will be offered access to welfare and counselling support.

Where serious misconduct is confirmed following investigation, INT College may proceed with disciplinary action in accordance with this policy, which may include suspension or cancellation of enrolment.

Disciplinary Action

If a student engages in misconduct or serious misconduct, INT College may take disciplinary action, including:

- A formal written warning
- A compulsory behaviour meeting
- Suspension pending investigation
- Cancellation of enrolment
- Referral to police or other relevant authorities where appropriate

Investigation and Procedural Fairness

All allegations of misconduct will be documented and investigated by INT College Management.

Before any decision is made to suspend a student or cancel enrolment:

- The student will be informed in writing of the allegations.
- The student will be given an opportunity to respond.
- The matter will be reviewed fairly and objectively.

Students will be advised in writing of the outcome and their right to access the complaints and appeals process.

INT College Commitment to Students

INT College is equally committed to ensuring students are treated with dignity, fairness and respect.

Students have the right to:

- A safe and inclusive learning environment
- Professional and respectful communication from staff
- Fair and unbiased decision-making
- Access to the complaints and appeals process
- Protection from discrimination, harassment or bullying

Respect is mutual. Just as students are expected to behave professionally, INT College staff are expected to apply policies consistently and treat students respectfully at all times.

Student resources

INT College provides students with access to a range of written, video, audio texts and resources. These materials may be borrowed for study use. Trainers will arrange for loans on request. Students are reminded to return the borrowed material by due dates and observe copyright laws when using resources. Students will be required to pay for loss or damage to resources at market cost.

Where INT College is unable to provide library resources of its own, students are able to access resources under agreement with the Penrith City Council Library Service. All branches can be found by going to [Library Branches](#).

The closest branch to the campus is in St Marys at: 207 - 209 Queen Street, St Marys

Telephone: Circulation Desk (02) 4732 7455

Telephone: Reference (02) 4732 7456

Opening hours are:

Monday to Saturday: 9.00am to 5.00pm

A Student Support Services Directory is available for all students, providing a range of support contacts that may be useful during your course. The Directory is accessible to both staff and students and is always available on the notice board in the main hallway. Students may also request a copy by asking their trainer or Administration staff to email it to them.

- The CEO or the assigned RTO Manager will be the main contacts for students requiring support.
- They will either assist directly or arrange for a staff member to help the student access the required support services.
 - a. This service by the RTO will be free of charge.
 - b. Note: The service provider may charge the student for their services.

Student Support

At INT College, we want every student to feel safe, supported, and successful. We are committed to supporting students throughout their study journey and helping them succeed in their training and future employment.

What support can you access?

We provide assistance in the following areas:

- **Academic help** – If you are struggling with assessments or need clarity on a unit, speak with your trainer.
- **Welfare & wellbeing** – If you are feeling stressed, overwhelmed, or need someone to talk to, our Student Welfare Manager is available to support you.
- **Financial hardship** – If you are unable to pay your fees on time, speak with the Finance Manager about flexible payment arrangements.
- **Personal issues** – For difficulties such as housing, health, or relationships, staff are here to help. While we are not a replacement for professional counselling or emergency services, support is available to assist you in accessing the help you need.

- **Employment help** – If you are struggling to find work or need guidance preparing for employment, we can direct you to suitable resources.

Who can help you?

- **Reception (Fareen, Administration Officer)** – For general administration enquiries such as updating your details, requesting enrolment documents, or assistance with basic questions.
- **Your Trainer** – For questions about your course, assessments, or study progress.
- **Aunty Una (Student Welfare Manager)** – Your first point of contact for personal, welfare, and wellbeing support. Available Monday–Friday, 8:15am–4:30pm. Urgent after-hours contact is also available.
- **Viraj (Finance Manager)** – For payment extensions or flexible payment options.
- **Reena (Administration Manager)** – For more serious concerns relating to course progress, attendance, or formal issues.
- **Sarita (CEO)** – In cases where further decision-making is required, matters may be escalated to the CEO.

External Support

We maintain a Student Support Services Directory, available on the notice board in the main hallway or by asking the friendly Administration staff for a copy. This directory includes trusted organisations such as:

- Beyond Blue – Mental health support
- Lifeline – Crisis support
- AMES Australia, Alcoholics Anonymous, ADHC, and others

A professional counsellor (Tracy) is also available by referral from the CEO.

How to get support

- Drop in to see the Student Welfare Manager (Aunty Una)
- Book an appointment for a private chat
- Email or call her (especially if it's urgent)

What to Expect When You Ask for Help

- You will be listened to respectfully and without judgement.
- Notes may be taken to help track your support plan.
- These notes are stored securely in the student system and remain confidential.
- You will be asked to confirm by signature that you are aware of what was recorded.

All support is confidential. Information is only shared with relevant staff (such as the Administration Manager or CEO) if required for your wellbeing or if a serious matter arises.

To get the most out of support, we ask that you:

- Reach out early if you're having problems

- Be honest about what's going on
- Attend appointments or let us know if you can't
- Respect the staff helping you

You're not alone

Whatever you're going through, we're here. Just reach out—we care and we'll do everything we can to support you.

Your safety

INT College has a responsibility to meet its duty of care to staff, students and visitors by providing facilities and a safe and healthy learning environment in accordance with the Work Health and Safety Act 2011.

Your safety and wellbeing are important to us. While studying, travelling to campus, or attending work placement, it is important that students remain aware of their surroundings and take reasonable steps to protect their personal safety.

The following information provides guidance on situations that may affect personal safety and ways to reduce potential risks.

Unsafe locations

Like all cities and towns, some areas may present greater safety risks than others, particularly late at night or in unfamiliar locations. Students should take reasonable precautions when travelling to and from campus, work placement, or other activities.

If you are unsure about local areas or have concerns about personal safety, you may speak with your trainer or a member of INT College staff for advice.

The City of Sydney provides helpful information and safety tips for people travelling around the city. Students may find useful safety advice at the City of Sydney website.

Drugs and alcohol

In Australia, alcohol is readily available and legal for those over 18 years of age. Other substances such as marijuana, ecstasy, cocaine, etc are not allowed by Australian law and you run the risk of legal and visa problems as well as health issues if you become involved in their use / dealing.

If you have any questions or concerns about these things, please check with your Senior Trainer.

INT College is committed to providing you a safe environment in which to participate in training and assessment. The following guidelines are provided as a basis for safe practice in the training environment:

- Know and observe details of emergency response and evacuation plans. Evacuation procedures are covered during student induction.
- No smoking within the INT College building. A designated smoking point is provided at the rear of the building.
- Report all potential hazards, accidents and near misses to the INT College staff
- No consumption of alcohol on INT College premises or during contact hours
- Keep training and assessment areas neat and tidy at all times

- Seek assistance if you volunteer to lift items e.g. move furniture in a training area
- Observe hygiene standards particularly in eating and bathroom areas.
- Report safety concerns to an INT College staff member immediately.

Electrical equipment

Within the training environment, you will be using a wide range of electrical equipment. The following guidelines are to be applied:

- Electrical equipment that is not working should be reported to INT College staff immediately.
- Electrical work should only be performed by appropriately licensed electricians. Students are not to undertake any task related to fixing electrical equipment such as lighting or electrical training aids.

Fire safety

INT College will communicate the procedures involved in evacuation and the location of fire equipment to students during student induction.

Students are to be familiar with the location of all EXITS and fire extinguishers.

Students are to attend and participate in annual fire safety sessions on fire safety procedures and the use of fire safety devices.

First aid

Provision for first aid facilities is available at reception. All accidents must be reported to INT College staff. The accident and any first aid provided must be recorded by staff involved.

Lifting

Never attempt to lift anything that is beyond your capacity. When lifting, always bend the knees and keep the back straight when picking up items. If you have experienced back problems in the past do not attempt to lift heavy objects at all. Ask someone else to do it for you.

Work and study areas

- Always ensure that all work areas are clean and clear of clutter so as to avoid the danger of accident by tripping or falling over.
- Place all rubbish in the bins provided.
- Ensure that tearoom bench spaces are left clean and tidy and that all dishes are washed.
- Do not sit or climb on any desks or tables.

Visitors on Campus

INT College values the support that family and friends provide to our students. However, to maintain a safe and focused learning environment, visitors are not permitted to remain on campus during college hours.

This policy is designed to:

- Ensure classes and training activities run without disruption.

- Maintain a professional study environment for all students.
- Meet safety and insurance requirements, as only enrolled students and authorised staff are permitted to use college facilities.

Family or friends who are dropping off, picking up, or visiting briefly are asked to wait outside the main learning areas. Access to classrooms and student facilities is restricted to current students and staff.

We appreciate your cooperation in helping INT College provide a safe and distraction-free learning environment.

Fairness and equity

INT College is committed to providing a fair and equitable environment for its students and visitors. Any discrimination or harassment of staff, students or visitors because of their sex, pregnancy, race, colour, nationality, ethnic or ethno-religious background, marital status, physical or intellectual or psychiatric disability, sexual orientation or age will not be tolerated and is illegal under the requirements of the Anti-Discrimination Act 1977.

You are responsible for:

- ensuring non-discriminatory or harassing behaviour at all times toward other students, staff or visitors to INT College.
- reporting any discriminatory behaviour or harassment to your trainer.

All INT College staff members (including contractors) will be informed that discrimination and harassment will not be tolerated under any circumstances.

INT College aims to ensure that all students have equal opportunity to participate in training by:

- providing fair access to training and assessment
- offering support services where required
- making reasonable adjustments where appropriate
- maintaining a safe and respectful learning environment

In the event that discrimination and harassment is found to have occurred disciplinary action will be taken against any staff member or student who breaches this policy. Suspected criminal behaviour will be reported to police authorities immediately. Students should expect fair and friendly behaviour from INT College staff members and fellow students and we apply complaint handling procedures advocated by the Australian Human Rights and Equal Opportunity Commission (HREOC).

Students who feel that they have been discriminated against or harassed should report this information to a staff member of INT College that they feel they can trust. This will initiate a complaint handling procedure which will be fair and transparent and will protect your rights as a complainant.

Access to your student file and record

You have the right to access your student file at any time. You may wish to review previous assessment results to monitor your progress and identify areas for improvement.

To access your file, simply make a request at the INT College reception area. Administration staff will provide your records for viewing only. Please note that the original student file cannot be removed, as this is the official record of your training and assessment which we are required to retain.

If you require copies of records, these can be organised for you. A \$20 fee applies for the issue of letters or for additional copies of your qualification certificate. Copies of other documents may also attract a small administrative fee, which will be advised at the time of your request.

INT College is required to retain student records in accordance with regulatory requirements. Student information may be reported to government agencies such as the National Centre for Vocational Education Research (NCVER) and the Australian Skills Quality Authority (ASQA) for the purposes of vocational education and training administration, regulation, and research.

Completion Letters

INT College provides Completion Letters only to students who have successfully completed all components of their course. This includes:

- All theory assessments
- All practical assessments
- Successful completion of the required work placement hours

In addition, students must have paid all outstanding school fees before a Completion Letter can be issued.

A \$20 administrative fee applies for the issue of a Completion Letter.

Please note: A Completion Letter is not the same as your official qualification or certificate. The Completion Letter is a summary document confirming that you have met the course requirements, whereas your official qualification (testamur and transcript) is the formal certification issued upon graduation.

RTO Code 45232 | CRICOS Code 03638D

Statement of Attainment

Students who withdraw from a course after completing one or more units of competency may be eligible to receive a Statement of Attainment. This document formally recognises the units that have been successfully completed, even if the full qualification was not achieved.

To receive a Statement of Attainment:

- Both the theory and practical components of each unit must be successfully completed.
- For some units, this also includes the successful completion of work placement.
- All outstanding school fees must be paid in full.

If a student withdraws without completing their required work placement, they may not be deemed competent in some units of competency for that course. This will depend on the unit of competency requirements as outlined by training.gov.au.

Please note that INT College students generally undertake their work placement towards the end of their course. This means that students who withdraw early are unlikely to have completed the work placement required for competency in many units, and therefore may not be eligible for a Statement of Attainment in those units.

A \$20 administrative fee applies for the issue of a Statement of Attainment.

A Statement of Attainment is different from a Completion Letter or Qualification Certificate. It confirms only the specific units you have achieved competency in, not the completion of the entire course.

Your privacy

INT College takes the privacy of students very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and National Privacy Principles.

Student information is only shared with external agencies such as registering authorities to meet compliance requirements as a Registered Training Organisation. All information shared is kept in the strictest confidence by both parties and is available on request.

In some cases, we are required by law to make student information available to others such as the National Centre for Vocational Education and Research. In all other cases INT College will seek the written permission of the student for such disclosure.

Continuous improvement

INT College is committed to the continuous improvement of our training and assessment services, student support services, and management systems. Continuous improvement ensures that we continue to meet student needs, industry expectations, and regulatory requirements while maintaining high standards of education and support.

Students are encouraged to contribute to this process by providing feedback. Feedback can be given in the following ways:

- **Feedback forms:** QR codes are displayed around the college, which link directly to our online feedback form.
- **Hard copy forms:** Available at the front desk for students who prefer to complete a paper form.
- **Surveys:** A formal student survey is conducted twice a year to collect detailed feedback about your learning experience.
- **Verbal feedback:** Students are always encouraged to provide verbal feedback to any staff member, including Administration staff, Trainers, the Admin Manager, or directly to the CEO, who maintains an open-door policy.

All feedback is reviewed by management and, where required, actions are recorded in the Continuous Improvement Register to ensure they are addressed and followed up.

Feedback may result in improvements to training delivery, assessment processes, student support services, facilities, and administrative systems.

Your feedback is valued and helps INT College improve its services for current and future students.

Withdrawal From a Course

Students who wish to withdraw from a course must notify INT College as soon as possible in writing.

Where a student withdraws after commencing their course, they may be eligible to receive a Statement of Attainment for any units of competency that have been successfully completed.

Students should be aware that many units within the course include practical assessment requirements which are completed during clinical or work placement. Work placement is generally undertaken towards the end of the course. Students who withdraw prior to completing their work placement may therefore not meet the practical assessment requirements for many units and may not be deemed competent in those units.

A Statement of Attainment can only be issued for units where all assessment requirements, including practical components, have been successfully completed.

Information regarding any applicable fees or refunds relating to course withdrawal is outlined in the Fee Payment and Refund Policy section of this handbook.

Students who are considering withdrawing from their course are encouraged to speak with INT College staff to discuss possible options, including available support services or alternative arrangements where appropriate.

Student Who Is Not Contactable or Not Responding

If a student becomes uncontactable or does not respond to communication attempts from INT College regarding their training or assessment, INT College will make reasonable attempts to contact the student using the contact details provided at enrolment.

These attempts may include contact by email, telephone or other available communication methods.

If the student does not respond within a reasonable timeframe, INT College may determine that the student has withdrawn from the course and their enrolment may be finalised or cancelled in accordance with INT College policies and procedures.

Students are responsible for ensuring that their contact details remain accurate and up to date so that INT College can communicate important information regarding their training, assessments and enrolment status.

RTO Code 45232 | CRICOS Code 03638D

Fee Payment and Refund Policy

This policy outlines the fee payment arrangements, refund conditions and related financial procedures applicable to students enrolled in training and assessment services delivered by INT College.

Information about course fees, payment arrangements and refund conditions for students is available on the INT College website and in the Domestic Student Handbook (available in the Downloads section of the website).

Students are encouraged to review this information carefully before enrolling to ensure they understand the course fees, payment arrangements and refund conditions.

Course fees vary depending on the qualification and are communicated to students prior to enrolment.

INT College reserves the right to review and update course fees from time to time. Any changes to fees will not affect students who have already enrolled in a course.

Students may make payments toward their course fees at any time during their enrolment. Where required, students may arrange payment instalments with the administration team.

Students with outstanding fees may be restricted from accessing certain services, including the release of certificates, Statements of Attainment or academic records, until all outstanding balances have been paid.

For courses that include work placement, students must have paid at least 75% of the total applicable course fees before INT College will arrange or confirm a work placement. Work placement will not be organised until this payment requirement has been met.

INT College will not issue qualification certificates, Statements of Attainment, completion letters or academic results until all outstanding fees have been paid in full.

Additional Course-Related Fees

The following additional fees may apply where relevant.

Fee Type	Amount
Practical training and assessment re-sit fee (includes clinical revisit) per unit	AUD350
Theory assessment re-sit fee per unit	AUD300
Administrative document fee (completion letters, replacement or additional academic documents)	AUD20

These fees apply where students require reassessment, additional documentation or administrative services beyond standard course delivery.

Payment Methods

INT College accepts payment of course fees through the following methods:

- Bank transfer (Electronic Funds Transfer)
- Credit or debit card (on campus or online)
- Cash payments at the INT College campus
- Other approved electronic payment methods

A 1% surcharge applies to payments made by card at the on-campus terminal.

Refund Policy

All refund requests must be made in writing. Upon receipt of a written refund request, INT College will provide the student with a Refund Request Form, which must be completed and returned together with any required supporting documentation.

The Refund Request Form must be completed and signed by the student. If the student wishes to authorise another person to submit or complete the form on their behalf, written authorisation from the student must be provided to INT College. Refund requests will be referred to the Finance Manager for assessment and processing.

Approved refunds will be processed within 28 days of receipt of a completed Refund Request Form and all required supporting documentation. If requested, a written explanation of how the refund was calculated will be provided to the student.

Refunds will be paid to the person or organisation that originally paid the fees.

Refunds will be calculated based on the amount of fees actually received by INT College in Australian Dollars (AUD). INT College is not responsible for, and will not refund, any bank charges, currency conversion differences, international transfer fees or other transaction costs incurred by the student or the receiving bank.

Withdrawal Prior to Course Commencement

Students who wish to withdraw from a course must notify INT College as soon as possible in writing.

Students who cancel their enrolment within ten (10) days of enrolment and prior to the course commencement may be eligible for a refund of up to 75% of the course fees paid.

The remaining portion of the course fees may be retained by INT College to cover administrative costs and resources which may have already been committed based on the student's intention to undertake the training.

Where learning materials, uniforms, resources or administrative services have already been provided or arranged prior to withdrawal, INT College may deduct the reasonable cost of these items from any refund payable.

A student will be considered to have commenced the course once they have attended a class, submitted or attempted an assessment, or participated in any training or assessment activities.

Withdrawal After Course Commencement

Students who withdraw after the course has commenced are generally not entitled to a refund of course fees, except where exceptional circumstances apply as outlined in this policy.

Students who are unsure about continuing their studies are encouraged to speak with INT College about possible alternatives, such as deferring or transferring to another intake where appropriate.

Exceptional Circumstances

In exceptional circumstances, such as serious illness, injury, or other compassionate grounds, INT College may consider a partial refund or alternative arrangements. Supporting documentation may be required. Decisions will be made at the discretion of INT College management.

Course Transfers

RTO Code 45232 | CRICOS Code 03638D

Students may request to transfer to another course or intake where available. Requests must be made in writing and will be considered based on availability and academic suitability. INT College may apply an administrative fee for course transfers where applicable.

Materials and Resources

Where learning resources, textbooks or training materials have already been issued, these costs may not be refundable.

Students who require replacement learning resources may be required to pay the cost of replacement.

Misconduct or Breach of Policies

Students who are expelled from training or assessment sessions due to serious misconduct or breach of the Student Code of Conduct will not be entitled to a refund of fees.

Provider Cancellation

In the unlikely event that INT College cancels or is unable to deliver a course, students will receive a full refund of any unused portion of the course fees or may be offered the option to transfer to another course where appropriate.

Consumer Protection

Students undertaking vocational education and training are protected under Australian Consumer Law and relevant State and Territory consumer protection legislation.

These protections include areas such as unfair contract terms, consumer guarantees and fair sales practices. This refund policy does not remove or replace a student's rights under Australian Consumer Law.

Further information about consumer rights is available at:

<https://www.accc.gov.au>

This refund policy does not remove or replace a student's rights under Australian Consumer Law or any other relevant consumer protection legislation.

Appeals

If a student is not satisfied with a refund decision made by INT College, they may access the INT College Complaints and Appeals process as outlined in this Student Handbook. This ensures that refund decisions are reviewed in a fair, transparent and consistent manner.

Replacement of learning resources

Students who require replacement of learning resources will be liable for additional charges to cover the cost of replacement.

INT College reserves the right to take further action under Australia's Consumer Protection Laws.

Refunds approved in accordance with this policy will be paid within 30 days of the INT College receiving a completed refund request form.

There may be grounds for refunds under "Exceptional Circumstances" and which may affect either a full or partial refund of a student's tuition fee, including:

- Death of a student or a close family member (parent, sibling, spouse or child)
- Political, civil or natural event

Where this policy does not adequately cover a particular circumstance, INT College may consider an individual's case. The final decision rests with the Chief Executive Officer of INT College or his nominee.

Statutory Cooling Off Period

The Standards for Registered Training Organisations require INT College to inform persons considering enrolment of their right to a statutory cooling off period. A statutory cooling off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactics such as door-to-door sales and telemarketing.

A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty.

It must be noted that INT College does not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period is not applicable to our students who have enrolled into a program on their own accord. For refund options in other circumstances, students must refer to the above refund policy.

Our Guarantee to Clients

If INT College cancels or ceases to provide training, INT College must issue a full refund for any services not yet provided. The basis for determining “services not yet provided” is to be based on the units of competency completed by the student and which can be issued in a Statement of Attainment at the time the service is ceased.

As an example:

A student enrolled in a course of 10 units of competency and paid \$1,500.00 up front as the total course fee. The course was cancelled due to the trainer falling ill and the student at that time had completed 4 of the 10 units. The student’s enrolment would be finalised and the student would receive a Statement of Attainment for the 4 completed units. The student would also receive a refund of \$900.00 which represents the value of the training not delivered.

Changes to Terms and Conditions

INT College reserves the right to amend the conditions of the student’s enrolment at any time. If amendments are made that affect the student’s enrolment, the student will be informed 7 days prior to changes taking effect.

Training arrangements

Training at INT College is delivered through a combination of classroom learning, practical training in simulated workplace environments, self-paced study and, where required, work placement.

Classes are conducted face-to-face on campus. Attendance at classes is optional for domestic students; however, students are encouraged to attend as classes provide valuable guidance, practical demonstrations and opportunities to ask questions and receive support from trainers.

Practical training sessions include the demonstration, explanation and practice of workplace skills. These activities are conducted in simulated workplace environments designed to reflect real industry settings. INT College has a fully equipped clinical training room where students can practise and develop practical skills in a controlled and supportive environment before undertaking work placement.

For courses that include work placement (clinical placement), students will be allocated to an approved partner facility. INT College will make reasonable efforts to place students at a facility located as close as possible to their place of residence. During placement, students may work in small groups and will be supported by INT College trainers who conduct regular observations and assessments. Facility staff may also assist by supervising students and providing feedback on their performance.

In addition to classroom learning, students will complete self-paced study and assessment activities to support the development of their knowledge and practical skills. Trainers will provide guidance on required learning activities and assessment tasks throughout the course.

Training arrangements may vary depending on the qualification. Detailed information about course structure, delivery arrangements, work placement requirements and expected course duration is available on the INT College website.

Students will be advised of their training schedule and class days at the time of enrolment.

Trainer Qualifications and Industry Currency

INT College ensures that all trainers and assessors delivering training and assessment are appropriately qualified and experienced in accordance with the requirements of the Standards for Registered Training Organisations (RTOs) 2025.

All trainers and assessors engaged by INT College hold the required training and assessment qualifications and demonstrate current industry skills directly relevant to the training and assessment being provided.

Trainers and assessors are required to maintain industry currency and vocational competency in the areas in which they deliver training. This may include activities such as:

- ongoing employment or professional engagement within the relevant industry
- participation in industry networks and professional development
- consultation with industry stakeholders
- reviewing current industry practices and standards.

INT College also ensures that trainers and assessors participate in regular professional development to maintain and improve their training and assessment skills.

These requirements help ensure that training delivered at INT College reflects current industry practices and standards, providing students with skills and knowledge that are relevant to the workplace.

Student Assessment Policy and Procedure

Assessment Outcomes

- All competency-based assessments will result in either a 'Satisfactory' or 'Not Yet Satisfactory' outcome.
- *Satisfactory* indicates the student has demonstrated the required skills and knowledge.
- *Not Yet Satisfactory* indicates further evidence or improvement is required. This is not a failure but an opportunity to receive specific feedback and, if necessary, additional training before reattempting.

Assessment Attempts

- Students may submit each task for each assessment up to **three times**, subject to course completion timeframes.
- If a student fails to achieve a satisfactory outcome within three attempts (whether due to plagiarism, late submission, incorrect answers, or other issues), they must re-sit the relevant theory or practical component and pay the \$300 re-sit fee.

Assessment Environment

At INT College, all assessments are designed to reflect real workplace conditions and industry expectations.

- **Practical assessments** are conducted in simulated workspaces or live clinical placements that mirror industry settings. Students are expected to demonstrate skills as if they were working in a real environment by planning activities, managing time effectively, working with others, and maintaining professional standards.

- **Theory assessments** are contextualised to real-world workplace scenarios. Students are required to apply the knowledge and concepts learned in class to industry-relevant case studies, examples, and problem-solving tasks, ensuring that written and verbal responses demonstrate both understanding and practical application.

Assessment Methods

INT College uses a range of methods to ensure sufficiency and authenticity of evidence, including:

- Direct observation of student performance in simulated or live environments.
- Verbal questioning to confirm underpinning knowledge.
- Written tasks such as short-answer responses and research projects.
- Completion of logbooks for work placement activities.

Submission Rules

- Students are allowed a maximum of three attempts per assessment. If a student fails to achieve a satisfactory outcome within three attempts (whether due to plagiarism, late submission, incorrect answers, or other issues), they must re-sit the theory component of the unit and pay the \$300 re-sit fee.
- For domestic students, submission timelines are flexible; however, all assessment must be completed within the maximum duration of the course (as per the Course Outline).

Academic Integrity, Authenticity, and Plagiarism

Academic integrity is a fundamental expectation at INT College, and plagiarism is treated as a serious offence. All work submitted must be entirely the student's own, and copying from other students, external sources, or artificial intelligence programs (e.g., ChatGPT) is strictly prohibited. Each assessment includes a declaration of authorship, which students sign and confirm again upon submission through the INT Learning Portal.

To verify authenticity, INT College employs several strategies including signed student declarations, confirmation through the online portal, random verbal questioning to validate knowledge, and comparison of writing style and quality across different submissions. In addition, INT College uses Turnitin software to generate similarity reports that identify matches with online content, published sources, other student submissions, and AI-generated text. Trainers review these reports and exercise professional judgment when determining whether a response constitutes plagiarism.

Where plagiarism is identified, the attempt for that question will be forfeited and not taken into consideration. Students are permitted a maximum of three attempts per assessment question. If a student fails to achieve a satisfactory outcome within three attempts—whether due to plagiarism, late submission, incorrect answers, or other issues—they will be required to re-sit the theory component of the unit and pay the \$300 re-sit fee. In cases where plagiarism involves students copying each other, both the student who has copied and the student who has provided their work will be penalised.

Practical Assessments

- Practical tasks must be completed under supervision in simulated or workplace environments.
- Competency requires students to demonstrate valid, sufficient, authentic, and current skills.

- Each student is permitted up to three attempts to achieve competency. If a student fails to achieve a satisfactory outcome within three attempts, they will be required to re-sit the practical component of the unit and pay the \$300 re-sit fee.

Re-assessment

Students who are assessed as Not Yet Competent (NYC) will be provided with detailed verbal and written feedback to help them identify gaps in their knowledge and skills. Students will be provided with additional training and learning support where required to address these gaps and prepare them for further assessment.

INT College provides up to three opportunities for reassessment at no additional cost to the student. These opportunities allow students time to further develop the required knowledge and skills and demonstrate competency.

Students who require additional training and reassessment after these three opportunities have been exhausted may be required to pay a reassessment fee. Please refer to the current fee schedule for applicable reassessment fees.

If a student is assessed as Not Yet Competent after the allowed reassessment attempts, they may be required to repeat the unit of competency or re-enrol in the unit to continue their studies.

Students requiring additional learning support will be brought to the attention of INT College management so that their progress can be monitored and appropriate support services can be provided where necessary.

Where a student repeatedly does not demonstrate competency after receiving significant learning and assessment support, the continuation of the student's enrolment may be reviewed and determined through mutual agreement between the student and INT College.

Work Placement (Clinical Placement)

Requirements

- Work placement is a mandatory component of certain courses. The minimum hours are outlined in the course information and on the INT College website (e.g., Certificate III in Individual Support requires 160 hours). Students must confirm placement arrangements at least two weeks in advance.
- Work placement is a hurdle requirement; students cannot be deemed competent in their course until placement is successfully completed in full.

Student Conduct

- Students represent INT College while on placement and must uphold its reputation for producing high-quality graduates. Professionalism, initiative, and respect for clients, colleagues, and supervisors are expected at all times.
- Examples of required conduct include: punctual attendance, wearing the correct uniform, professional grooming, speaking English on duty, and following facility policies.

- Students must not use mobile phones during shifts, accept gifts, or engage in unprofessional behaviour.

Illness and Attendance

- Students must inform both the placement facility and INT College (Admin Manager or Managing Director) if unwell. Failure to notify may result in cancellation of placement.
- A medical certificate is required for illness-related absences. Missed hours must be made up, which may delay course completion.
- If placement is cancelled due to misconduct or failure to follow reporting requirements, the student may be required to arrange their own placement and pay the \$300 practical re-sit fee.

Assessment and Completion

- Placement evidence must be valid, sufficient, authentic, and current, including logbooks, supervisor reports, and trainer observations.
- All placement hours must be completed in full before competency can be awarded.
- Students who do not demonstrate competency will be required to repeat placement and pay the \$300 re-sit fee.

Responsibilities

Students

- Submit assessments according to rules and deadlines.
- Ensure all work is original and free from plagiarism.
- Participate fully in practical and placement requirements.
- Communicate illness or issues promptly with the College.

Trainers and Assessors

- Provide clear assessment instructions, criteria, and feedback.
- Ensure fairness, validity, and reliability in assessment decisions.
- Use Turnitin and professional judgment to check for plagiarism.
- Monitor placement and practical assessments.

INT College Management

- Maintain compliance with the Standards for RTOs 2025 and all applicable Australian legislation governing vocational education and training.
- Support trainers in applying this policy consistently.
- Organise and oversee work placements with partner facilities.
- Maintain accurate assessment and student records.

Fees and Penalties

- A \$300 re-sit fee applies when students are required to repeat the theory or practical component of a unit after failing to achieve a satisfactory outcome within three attempts.

- A \$350 fee applies when students are required to repeat or re-arrange a work placement due to failing to demonstrate competency, misconduct, cancellation, or failure to meet attendance and reporting requirements.
- Further disciplinary action may apply in accordance with the Student Code of Conduct.

Making a complaint or an appeal

INT College is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body if required.

To make a complaint or lodge an appeal, you are requested to complete one of the following forms:

- Complaint Form
- Assessment Appeal Form
- Request for Appeal of a Decision

These forms are available on the INT College website: <https://int.edu.au/downloads/>

Once you have completed the required form you are requested to submit this to the CEO and RTO Academic Manager either in hard copy or electronically.

If you are having any difficulty accessing the required form or submitting to us, please contact us at the following number: 1800 046 846

What is a complaint?

A complaint is negative feedback about INT College services, staff, trainers, other students or training processes which has not been resolved locally.

Complaints may be received by INT College in any form and do not need to be formally documented by the complainant in order to be acted on. Complaints may be made by students, employers, staff or other stakeholders.

Serious complaints should be submitted in writing using the Complaint Form.

What is an assessment appeal?

An assessment appeal is a request by a student for reconsideration of a decision relating to training or assessment.

An appeal must be made in writing and specify the particulars of the decision. Appeals must be submitted to INT College within 20 days of the student being informed of the decision.

Early Resolution of Complaints and Appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time, as they occur between the persons involved, where possible. Sometimes, it will not be possible and in these cases, you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly.

Complaint and assessment appeals handling

INT College undertakes to apply the following principles to its complaints and assessment appeals handling:

- A complaint or assessment appeal may be received in any form (written or verbal) although persons seeking to make a complaint are recommended to complete the complaint form or assessment appeal form which are available on the INT College website.
- A person who makes a complaint or assessment appeal will receive written acknowledgement within 48 working hours confirming that the matter has been received. The acknowledgement will inform the person that a written response will normally be provided within 14 days.
- There is no time limitation on a person who is seeking to make a complaint. An assessment appeal however must be made within 20 days of the person being informed of the decision or finding of which they intend to appeal.
- Written records of all complaints / assessment appeals are to be kept by INT College including all details of lodgement, response and resolution. Records will be stored securely and confidentially.
- A person making a complaint or seeking an assessment appeal is to be provided an opportunity to formally present their case at no cost.
- Each person may be accompanied and/or assisted by a support person at any relevant meeting.

Where a complaint or assessment appeal is made about or involves allegations about another person, INT College is obliged to inform this person about this complaint/ assessment appeal or allegation and provide them the opportunity to respond and present information in response to the issues raised. This may be achieved through direct meetings or meetings via an electronic means. INT College will maintain a detailed record of these meetings in the form of a record of conversation. At all times information must be handled sensitively and treated in confidence. Persons involved in a dispute or complaint should be reminded to treat each other with respect and conduct themselves in a professional and courteous manner.

- The handling of a complaint / assessment appeal is to commence within seven (7) working days of the lodgement of the complaint / assessment appeal and all reasonable measures are taken to finalise the process as soon as practicable.
- The person making a complaint or seeking an assessment appeal is to be provided a written response to the complaint / assessment appeal, including details of the reasons for the outcome. A written response must be provided to the person within fourteen (14) days of the lodgement of the complaint / assessment appeal
- Complaints / assessment appeals must be resolved to a final outcome within sixty (60) days of the complaint / appeal being initially received. Where INT College Chief Executive Officer considers that more than 60 calendar days are required to process and finalise the complaint / assessment appeal, the CEO must inform the person making a complaint or seeking an assessment appeal in writing, including reasons why more than 60 calendar days are required. As a benchmark, INT College will attempt to resolve complaints / appeals as soon as possible. A timeframe to resolve a complaint/ assessment appeal within thirty (30) days is considered acceptable and in the best interest of INT College and the person making a complaint or seeking an assessment appeal. A person making a complaint or seeking an assessment appeal should also be provided with regular updates to inform them of the progress of the complaint / assessment appeal handling. Updates

should be provided to the person making a complaint or seeking an assessment appeal at a minimum of two (2) weekly intervals.

- INT College shall maintain the enrolment of the person making a complaint or seeking an assessment appeal during the handling process.
- Decisions or outcomes of the complaint / assessment appeal handling process that find in the favour of the person making a complaint or seeking an assessment appeal shall be implemented immediately.
- Complaints / assessment appeals are to be handled in the strictest of confidence. No INT College representative will disclose information to any person without the permission of INT College Chief Executive Officer. A decision to release information to third parties can only be made after the person making a complaint or seeking an assessment appeal has given permission for this to occur. This permission should be given using the Information Release Form.
- Complaints / assessment appeals are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the handling process. In the interests of transparency, the matter will be discussed with all parties involved. This especially means that the person making a complaint or seeking an assessment appeal is entitled to be heard with access to all relevant information and with the right of reply. The person making a complaint or seeking an assessment appeal is entitled to have their complaint heard by a person that is without bias and may not be affected by the decision. Finally, the decision must be made based on logical evidence and the decision-maker must take account of relevant considerations, must act for a proper purpose and must not take into account irrelevant considerations.
- Further guidance on principles of natural justice and procedural fairness can be accessed at the following link: [Principles of Natural Justice and Procedural Fairness](#)

RTO Code 45232 | CRICOS Code 03638D

Informing Persons and Responding to Allegations:

Where a complaint involves one person making allegations about another person, it is a requirement for INT College to hear both sides of the matter before making any judgements about how the complaint should be settled. A person who will be affected by a decision made by INT College as a result of a complaint has the right to be fully informed of any allegations and to be provided adequate opportunity to be heard and respond. The person has the right to:

- put forward arguments in their favour,
- show cause why a proposed action should not be taken,
- deny allegations,
- call for evidence to disprove allegations and claims,
- explain allegations or present an innocent explanation, and
- provide mitigating circumstances (information aimed at reducing the severity, seriousness, of something).

INT College also has an obligation to fully consider the substance of allegations and the response provided by parties before making a decision. Decisions must be communicated to the complainant and relevant

persons subject of allegations in writing. This is to include advising these persons of their right to seek a third-party review of decisions made by INT College.

Where an allegation is made that involve alleged criminal or illegal activity and it is considered outside the scope and expertise of INT College to investigate the matter, then in these circumstances INT College reserve the right to report these allegations to law enforcement authorities. Persons related to the matter involving alleged criminal or illegal activity will be advised in writing if this course of action is being taken.

Appeal for Review by an Independent Person

INT College provides the opportunity for the person making a complaint or seeking an assessment appeal who is not satisfied with the outcomes of the complaints and appeals handling process to seek a review by an independent person. Before a person seeks a review by an independent person, they are requested to first allow INT College to full consider the nature of the complaint or appeal and to fully respond to the person in writing. If after this has occurred, the person is not satisfied with the outcome, they have up to seven (7) days to request an independent review, otherwise the matter will be considered closed. To request a review by an independent person, the complainant or the person making an appeal should inform the Office Manager in writing of their request who will initiate the process with the Chief Executive Officer. A written acknowledgement will be sent as soon as possible and not later than 48 working hours from the time the appeal request is received.

In these circumstances the INT College Chief Executive Officer will advise of an appropriate party independent of INT College to review the complaint (and its subsequent handling) and provide advice to INT College in regard to the recommended outcomes. The independent third-party is required to respond with their recommendations within fourteen (14) working days of their review being requested.

Where the INT College appoints or engages an appropriate independent person to review a complaint / assessment appeal, the INT College will meet the full cost to facilitate the independent review. Where the person making a complaint or seeking an assessment appeal objects to this appointment and requests to engage a person or organisation they nominate to undertake the review, the INT College may seek the person making a complaint or seeking an assessment appeal to contribute to the cost of engaging this person and undertaking the review.

INT College's recommended independent external dispute resolution reviewer is: Mediation Australia:
<http://www.mediationsydney.net.au/>

Following an independent review, advice received from the independent person is to be accepted by INT College as final, advised to the person making a complaint or seeking an assessment appeal in writing and implemented without prejudice.

Where a complaint is received by INT College and the Chief Executive Officer feels that they may be bias or there is a perception of bias, then the complaint is to be referred directly to an independent third-party for consideration and response as outlined above.

Unresolved Complaints and Appeals

Where the person making a complaint or seeking an assessment appeal is not satisfied with the handling of the matter by INT College, they have the opportunity for a body that is external to INT College to review his or her complaint or assessment appeal following the internal completion of complaint or appeals process.

Learners who are not satisfied with the process applied by INT College may refer their grievance to the following external agencies:

- In relation to consumer protection issues, these may be referred to the **Office of Fair Trading**.
- In relation to the delivery of training and assessment services, these may be referred to the **National Training Complaints Service** via the following phone number: 13 38 73.

Continuous Improvement

INT College reviews complaints and appeals to identify opportunities for improvement in training delivery, student services and administrative processes. Outcomes from complaints and appeals may be used to inform continuous improvement activities to enhance the quality of training and support provided to students.

Guidance and Support for Complaint Handling

INT College values complaints and acknowledges that effective management and support of the process will benefit the complainant, and INT College's training system and its reputation.

INT College requires all staff to understand, be committed and supportive of the complaint management system. Sufficient resources and staff are allocated to the complaint management system.

The complaint management system applies key principles such as accessibility for all individuals, natural justice, sensitivity, student support, privacy, confidentiality, fairness, impartiality, responsiveness, efficiency, continuous improvement, transparency.

Each complaint should be treated on its own individual merits, without preconceived ideas, without prejudice and with an open mind.

Some complainants may have special needs and may have more difficulty in expressing or raising a complaint. INT College will be alert and sensitive to such vulnerable people and show a readiness to provide the appropriate support. This includes the provision of dealing with a friend, guardian or an advocate on behalf of the vulnerable person making a complaint, though proof of authority will need to be obtained.

A vulnerable person may include a person (but not totally inclusive): from a non-English background who may not be fluent in English, with a physical or intellectual disability, with poor mental health, with addiction issues.

Recognition of Prior Learning (RPL) and Credit Transfer

In accordance with the requirements of the VET Quality Framework, INT College provides the opportunity for students to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

Information about Recognition of Prior Learning (RPL) and Credit Transfer is available to students prior to enrolment and during the enrolment process, and students are encouraged to discuss their eligibility with INT College staff before commencing their course.

What is recognition?

Recognition involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training

towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry. Most importantly, it should be noted that recognition is just another form of assessment.

Recognition guidelines

The following guidelines are to be followed when an application for recognition is received:

- Any student is entitled to apply for recognition in a course or qualification in which they are currently enrolled.
- Students may not apply for recognition for units of competence or a qualification which are not included in INT College's scope of registration.
- Whilst students may apply for recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- Students who are currently enrolled in a training program are eligible to apply for recognition in that program at no additional charge.
- Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- Recognition may only be awarded for whole units of competence.
- Credit Transfer can only be granted where units of competency have been issued by an Australian Registered Training Organisation (RTO). Students who hold overseas qualifications may apply for Recognition of Prior Learning (RPL), where appropriate.

If you believe you have existing skills or knowledge that may be recognised, please inform INT College during the enrolment process or when submitting your application.

Practical Assessment Requirements

Where units of competency include practical or workplace-based assessment requirements, students applying for Recognition of Prior Learning (RPL) must provide sufficient and valid evidence demonstrating that these practical skills have been performed in an appropriate workplace environment.

Where adequate evidence of workplace performance cannot be provided, INT College may require the student to complete practical assessment activities or work placement components in order to demonstrate competency.

Credit Transfer (National Recognition)

Students are not required to repeat any Unit of Competence in which they have already been assessed as competent, unless a regulatory requirement requires this.

Credit Transfer (credit for prior studies) is the recognition of learning achieved through formal education and training.

If a student provides suitable evidence that they have successfully completed a Unit of Competence at any Registered Training Organisation (RTO), then they will be credited for that unit.

Students must provide satisfactory evidence that the Statement of Attainment or qualification is theirs and that it has been issued by an Australian RTO. Statements of Attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework Implementation Handbook.

The applicant is required to submit copies only which are certified as a true copy of the original by a Justice of the Peace (or equivalent).

INT College will go through the process of verifying the authenticity of each submitted Statement of Attainment or Certificate with the issuing Registered Training Organisation (RTO). Once authenticity has been verified, credit for prior studies can be granted for the unit/s submitted as part of the qualification that the student has enrolled in.

Students who have achieved competency outcomes in the VET sector since 2015 will have their results available through the USI registry system. Students are encouraged to provide INT College with access to their USI transcript, which may be used as verified evidence for any applicable units of competency.

In the case of any non-equivalent units of competency, an analysis will be undertaken to determine the equivalence of the previous study with the relevant units offered at INT College before granting recognition via the Recognition of Prior Learning (RPL) process.

Please note that providing credit for previous studies is not the same as Recognition of Prior Learning (RPL). RPL is an assessment-only pathway used to determine the competence of a person, while Credit Transfer recognises the equivalence in content and learning outcomes between different types of learning and/or qualifications previously undertaken and successfully completed.

Additional Credit Transfer Condition

Credit transfer can only be granted for units of competency that are identical in code and title or have been formally deemed equivalent in the current training package.

Credit transfer will only be granted for units that have been issued by a Registered Training Organisation (RTO) and recorded as part of a nationally recognised qualification or Statement of Attainment.

Training completed through non-accredited courses, overseas training providers, or organisations that are not Registered Training Organisations will not be eligible for credit transfer, but may be considered through the Recognition of Prior Learning (RPL) process where appropriate.

Credit Transfer Fees

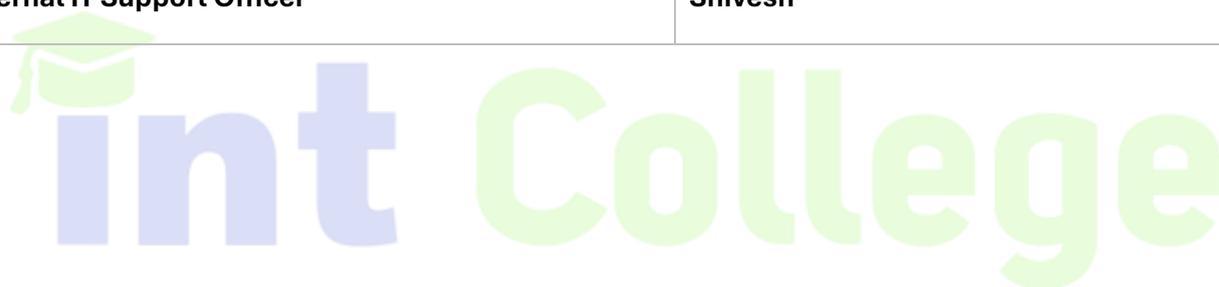
INT College does not charge a fee for assessing or granting Credit Transfer.

Where Credit Transfer is granted, the unit of competency will be recorded on the student's record as a Credit Transfer outcome and will contribute toward completion of the qualification.

Students are encouraged to apply for Credit Transfer at the time of enrolment or as early as possible during their course to ensure that their training plan and course schedule can be adjusted where required.

INT College Staff Contact List

Job Role	Name
CEO/Principal/Managing Director	Sarita
RTO Academic Manager/Administration Manager	Reena
Student Counsellor	Tracy
Accounts Officer	Viraj
External Accountant	FinxIns
Operations Manager	Shivana
Marketing Support	James
Admissions Officer	Fareen
Consulting Compliance Manager	Kavita Gounder
External IT Support Officer	Shivesh



RTO Code 45232 | CRICOS Code 03638D