

Student Information Guide

RTO ID: 2083

Welcome

Indian Ocean Group Training Association (IOGTA) was established in 1995 to provide cost effective training services and vocational education to the Indian Ocean Territory communities of Christmas Island and the Cocos (Keeling) Islands. The following information has been put together to help you to decide whether you would like to undertake training with IOGTA and to ensure that your time as a student with IOGTA is productive and enjoyable. Please read this hand-out, and if you have any further questions please speak to one of our friendly staff.

Our commitment

IOGTA is committed to providing quality training and assessment services in-line with the Standards for Registered Training Organisations 2015.

Vision statement

We have two core beliefs:

Firstly, that the people of Christmas Island and the Cocos (Keeling) Islands can create a sustainable and vibrant future.

Secondly, that IOGTA can play an important and hands-on role in helping our communities translate this vision into reality.

We are your partner in employment and training.

Mission statement

Our Mission is to excel by:

- Providing high quality integrated training and employment services in a dynamic and innovative environment that inspires and develops the skills and knowledge of the people of Christmas Island and the Cocos (Keeling) Islands;
- Proactively collaborating with our community and other stakeholders in the provision of our services; and
- Developing and motivating our staff in a team environment to achieve the goals of our organisation.

Access and equity

The delivery of training services and assessment procedures will be accessible and equitable. All assessments will be fair and flexible and incorporate the needs of specific groups, including people from diverse linguistic and cultural backgrounds, people with disabilities, and young people.

Assessment methods and materials will not include any language, literacy or numeracy requirements at a level greater than the AQF level being assessed.

Confidentiality

IOGTA is committed to, and maintains the confidentiality of all students. IOGTA staff are made aware of confidentiality requirements when they commence employment with the organisation, including their individual obligations under the Privacy Act.

Equal opportunity

Enrolment in courses will be open to all members of the community. Any training package prerequisites, IOGTA entry requirements or special conditions, will be clearly detailed on both paper based and/or electronic course marketing material, and will apply to all potential students. If you believe you have been unfairly treated on the basis of your sex, religion, race, marital status, union affiliation, age, etc. We encourage you to bring this to the attention of the General Manager.

Student welfare

Students' welfare is a primary concern of IOGTA. You are encouraged to contact the IOGTA Training Officer if you are having difficulties with your studies or if there are any special requirements you need to have considered. IOGTA can assist with: study support, translation of materials, counselling etc. Whatever your need, we will endeavour to assist you to achieve your study goals.

Complaints

IOGTA is committed to providing an ethical, respectful and professional service. To maintain our quality and professional integrity we support a formal complaint process. If you believe you have a legitimate complaint, you are encouraged to put this in writing and lodge it with the IOGTAs General Manager. The complaint will be handled within 14 days of receipt, at which time you will be informed of the outcome.

If mediation between parties is required a mediation process will be followed. You will be asked if you are happy with the outcome and handling of the complaint before the matter is resolved.

Assessment process

Assessments will be valid, reliable, flexible and fair. Assessors will ensure that assessment decisions involve the evaluation of sufficient evidence to enable a judgment to be made on the competence of each individual learner. Assessors will be familiar with the rules of evidence (that is, evidence must be authentic, current, valid and sufficient).

Assessment materials will comply with the relevant training package assessment guidelines, provide for holistic assessment (i.e. use a process which integrates knowledge and skills with their practical application in a workplace task), cover all dimensions of competency, target the correct AQF level, and be contextualised to suit the needs of each individual student.

Assessment appeals process

IOGTA will ensure that any student who is dissatisfied with any assessment will have the opportunity to make an application to have the assessment challenged and reassessed. An administration fee to cover the cost of the second assessment may apply.

Certificate issuance

All AQF certification documentation achieved will be issued directly by IOGTA for training and assessment services completed through our organisation or contracted third-party.

Student Information Guide continued...

Recognition of qualifications issued by other RTOs

IOGTA accepts and provides credit for any relevant units of competency and or/modules (unless licensing or regulatory requirements prevent) that you have received from any other registered training organisation in Australia. If you have a qualification or part of a qualification that you believe exempts you from further training in that area, please discuss the option of credit transfer or exemption with the Training Coordinator or your Assessor.

Recognition of prior learning

Recognition of prior learning (RPL) is the term used to describe an assessment process that assesses the competency of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited course.

To apply for recognition of prior learning, you will need to complete an enrolment form and pay the required fee. An assessor will then be assigned to you whom will advise you of the required evidence you need to provide. You can receive a nationally recognised qualification through the recognition of prior learning process.

Access to student's records

Students have the right to access their own training records on request. The training records are otherwise confidential and will not be revealed or duplicated without the express permission of the student concerned, except where these records are required by government or other reporting agencies. Students will be asked to sign a release if their records are required for any purpose other than to issue a qualification or for reporting to government or other reporting agencies. A fee of \$25 applies for the reissuing of Statements of Attainment or Certificates and a fee of \$10 applies for copies of these.

Qualified trainers and assessors

IOGTA ensures that all of its trainers/assessors meet the requirements prescribed by the Standards for registered training organisations (RTOs) 2015.

Payment of course fees

IOGTA's current course fees are available on our website. Please note, where an advertised course fee's total exceeds \$1,500.00, the learner will be required to pay scheduled instalments throughout the course. IOGTA will not accept in excess of \$1,500.00 in course fees in advance for training to comply with the Standards for Registered Training Organisations (RTOs) 2015.

Refund policy

If IOGTA cancels, reschedules or is unable to offer a place in a course that is full, a student will be entitled to a full refund of fees paid.

Students who withdraw for reasons other than those outlined above, and notify IOGTA *in writing* may be entitled to either a full or part refund of course fees paid, and a part refund of resource fees paid.

Please refer to the full refund policy on our website for more details.

Evacuation plan

In the event of an evacuation, move in an orderly fashion towards the nearest exit point and then proceed to the designated muster point.

Christmas Island

Assemble in the Day Care car park of the Old Tech School building. The Chief Fire Warden will provide further instructions.

Cocos (Keeling) Island

Assemble in the car park directly in front of the IOGTA office. The Chief Fire Warden will provide further instructions.

Code of practice

We guarantee to provide:

1. Professional service
2. Prompt and courteous service
3. Privacy and confidentiality
4. Continuous Feedback
5. Appeals Process
6. Responsible advertising
7. Fair admission/recruitment process
8. Information on fees, charges and refund policy
9. Access and equity to all our stakeholders and clients

Further information

Thank you for choosing to undertake training or skills recognition with IOGTA. We hope that you enjoy your time with us.

If you have any further queries, please do not hesitate to contact us.

Student Support (Training Coordinator)

P: (08) 9164 7220

Christmas Island Office

P: (08) 9164 7220

F: (08) 9164 7129

Cocos (Keeling) Islands Office

P: (08) 9162 6776

F: (08) 9162 6775

W: <http://www.iogta.wa.edu.au>

E: info@iogta.com.au