



DOMESTIC STUDENT HANDBOOK

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CONTACT INFORMATION

If you have any questions, need assistance, or would like to speak with a member of the team, please don't hesitate to get in touch. We're here to help.

Iona Columba College

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Version Control and Review Statement

This handbook is reviewed regularly to ensure it reflects current legislation, regulatory requirements, and internal policies and procedures, including the Standards for RTOs 2025. Students will be provided with the most recent version at the time of enrolment. Any significant updates will be communicated directly to current students.

- **Document Title:** Student Handbook – Domestic Students
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- **Approved by:** Reverend Dr Sang Taek Lee, Principal

To confirm you are using the most current version of this handbook, please visit our website or contact Student Administration

WELCOME TO YOUR LEARNING JOURNEY AT IONA COLUMBA COLLEGE

Iona Columba College is a registered training organisation (RTO number 41031). Registered training organisations (RTOs) are training providers registered by the Australian Skills Quality Authority (ASQA) to deliver vocational education and training (VET) services. RTOs are recognised as providers of quality-assured and nationally recognised training and qualifications.

Iona Columba College is also listed on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) which is an Australian government register that lists all Australian education providers offering courses to people studying in Australia on student visas and the courses offered (CRICOS provider code 03411A).

Iona Columba College offers six nationally recognised courses to students for 2026:

- **11237NAT Certificate IV in Christian Ministry & Theology**
- **11238NAT Diploma of Christian Ministry & Theology**
- **11239NAT Advanced Diploma of Christian Ministry and Theology**
- **11232NAT Graduate Diploma of Christian Ministry and Theology**
- **CHC51015 Diploma of Counselling**
- **CHC42315 Certificate IV in Chaplaincy and Pastoral Care**

For information on units, visit www.iona.edu.au

Iona Columba College is responsible for the quality of the training and assessment you will receive in compliance with *Standards for RTOs 2025*, and for the issuance of the Australian Qualifications Framework (AQF) certification documentation. The Standards set out the requirements that an organisation must meet in order to be an RTO and ensure the integrity of nationally recognised training provided by registered training organisations.

Warm regards,
Reverend Dr Sang Taek Lee
CEO / Principal
Iona Columba College

SECTION 1: ENROLMENT AND ORIENTATION

ABOUT IONA COLUMBA COLLEGE

VISION

Iona Columba College (ICC) vision

The vision of Iona Columba College is to educate people to be good Christians and to be good citizens in Australia and to serve the Kingdom of God and the people of the world inspired by Christian values. We commit to Jesus' ministry to build up a society of peace, justice, reconciliation, service, spirituality and living together through theological education.

Our desire is to help you achieve your dream and vision through the education provided by Iona Columba College.

Iona Columba College (ICC) Purpose

ICC's purpose is to produce Christ-following disciples who create and serve God's church and evangelise and change the world through Christian values. ICC educates people to prepare for their vocation and to further develop their knowledge and ability so that they can serve this world as God's church leaders.

ICC provides unique ministry and theology courses which aims to:

- equip people for leadership
- to train people to serve the church and
- prepare people to be sent out into the world.

ICC gives an opportunity to all people to learn regardless of religion, culture, race or gender. Iona Columba College promotes an international curriculum and support for student diversity including teaching for both international students and national students.

We want to educate the people of the Korean community in Australia, the Korean Diaspora in the world and anyone who wants to join us and learn and develop for their future role.

Ephesians 4:12-13 – to equip his people for works of service, so that the body of Christ may be built up until we all reach unity in the faith and in the knowledge of the Son of God and become mature, attaining to the whole measure of the fullness of Christ.

MISSION

At ICC, we are committed to enabling our students to develop industry best practice skills and knowledge. An important enabling factor for our organisation in this pursuit is the provision of high quality training and assessment programs designed to meet the needs of our students and industry.

National compliance requirements dictate that we apply a systematic approach to the delivery of training and assessment services. Each of our training programs is designed to complement a learner's existing skills and experience and provide diverse learning opportunities that meet the needs of the individual. At ICC, we are committed to providing opportunities for students to pursue continuing professional development that is industry relevant, of high quality, and leads to nationally recognised qualifications and outcomes.

MISSION STATEMENT

At Iona Columba College our mission is to deliver quality training and assessment that meets the needs of our students and industry – Christian churches, mission fields and societies.

Objectives

In recognition of this mission, our objectives are:

- **People.** We strive to attract, recruit and retain talented, competent and committed people. We promote excellent performance through leadership and professional development.
- **Safety and equality.** We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.
- **Integrity and 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.
- **Student centred.** We thrive on providing training and assessment that is student centred and which supports lifelong learning. We respect our students 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.
- **Christianity.** We hold an appreciation of the contribution of Christian faith to self and society

VALUES

ICC provides a platform for education based on Christian values of loving service and equity towards all.

- **Welcoming:** We seek to provide an environment which is welcoming to all students.
- **Assessments:** Students are provided opportunities to be re-tested if required so they achieve competency. In other words, we do not believe in failure. Clients are assessed as “competent” or “not competent.” Each student is a ‘work in progress’ and the word “fail” is not in our vocabulary.
- **Relationship:** Effectiveness in employment and ministry comes from strong relationships. We aim to develop strong relationships and lasting friendships among students, between students and staff and with the community around us.
- **Relevance:** The College seeks to be relevant and prophetic to our society. It has a contemporary focus and seeks to include a range of cultural expressions.

- **Excellence:** The College aims for excellence, not for its own sake, but in our devotion to and for the sake of the glory of God being upheld in the church and in the wider community.
- **Market place:** The College is committed to providing training in society's workplaces and marketplaces with a Christian worldview.
- **Whole person:** We believe that, along with training in specific areas, students should have the opportunity to grow in the understanding and application of Christian faith.
- **The Kingdom:** We desire for people to be committed to serving God's kingdom whether through church, the workplace or marketplace.
- **The Church:** We encourage participation in local congregations of believers and the church as a whole.
- **Ecumenical:** The College is trans-denominational and open to all members of the body of Christ. We seek to serve the Church and complement rather than duplicate activities undertaken by others.
- **Creativity:** The College aims to reflect and nurture the creativity that God has given to us. We seek to explore Christian creative experience.
- **Ministry Skills:** The College is committed to the development of effective ministry skills.
- **God focused:** We believe in the need for people to develop an ongoing intimate relationship with the Living God. This includes the development of a passion to better understand and apply God's Word.
- **The Gospel:** The College doctrinal basis is the established Christian creeds (Nicene Creed, Apostles' Creed). On matters of faith we seek unity in essentials and tolerance in the non-essentials.
- **Holy Spirit:** We believe all ministries need to be done under the empowering work of the Holy Spirit. We desire to see God's supernatural presence at work within and through the lives of all who come in contact with the college.

COLLEGE ETHOS

ICC is committed to delivering quality vocational education and training programs from a Christian perspective aimed at equipping people to effectively contribute to contemporary society. ICC is trans-denominational and independent, as such; the College is in the position of being able to appeal to students from a wide cross-section of Christian streams.

ICC's programs strive for:

- academic excellence (developing intellectual discipline and expertise for attaining and developing knowledge and skills, as well as providing a basis for further education), vocational competency (practical skills and methods that relate to Christian ministry and/or workplace related skills)

- Character development - personal growth based on Christian foundations.
- Personal maturity that leads to an ability to contribute effectively to society as a whole.

Vocational outcomes range from leadership in Christian Ministry to competent, professional service in the general community.

ICC does not attempt to compete with secular colleges. It pursues a distinctly Christian philosophy of education including disciplines that enable students to apply the Christian life practically in serving others.

STATEMENT OF BELIEFS

Doctrinally, ICC is in the mainstream of Christendom, with its commitment to the inspiration and authority of the Scriptures, the proclamation of the gospel and the sufficiency of Jesus Christ for all human needs. Our core beliefs are drawn from the traditional creeds of the church (Nicene Creed and Apostles' Creed).

At Iona Columba College, we believe learning should be practical, engaging, and life-changing. We're here to help you build the skills and confidence you need to take the next step, whether that's launching a new career, growing in your current role, or simply learning something new.

Iona Columba College is a nationally recognised Registered Training Organisation (RTO), with registration code 45611, and is regulated by the Australian Skills Quality Authority (ASQA). We meet all national standards for quality training delivery, assessment, staffing, facilities, financial stability, and student support and we're proud to offer qualifications that reflect real industry needs.

Our responsibility is to ensure that you receive high-quality training and assessment in line with the Standards for RTOs 2025, and that your Australian Qualifications Framework (AQF) certificate or statement of attainment is issued with integrity and care. These standards ensure that your qualification is respected and recognised across Australia.

We offer a wide range of courses, all listed on our website, and we take great pride in creating a positive, inclusive and supportive learning environment. Our trainers and staff are experienced, approachable, and focused on your success, whether you're studying in the classroom, online, or in the workplace.

Iona Columba College offers its training products in three modes for local students:

- **Institution based.** This mode of delivery for those who prefer to attend structured face to face training which enables them to interact directly with their trainer and with other students.
- **Work based.** Iona Columba College comes to the workplace at agreed times and delivers training and conducts assessment. Training may be delivered to an individual or a group.
- **Online.** This mode of delivery is designed for students who prefer the flexibility of learning remotely, with access to digital learning resources, trainer support, and scheduled online activities.

This Student Handbook is designed to give you a clear understanding of what to expect while studying with us, and how we can support you throughout your journey. It outlines your rights, responsibilities, and the services we provide, from orientation to graduation. Specific information about your course will be provided separately in the Course Brochure.

At Iona Columba College, you're not just another enrolment — you're a valued part of our learning community. We're excited to have you with us and we look forward to supporting you every step of the way.

UNDERSTANDING VOCATIONAL EDUCATION AND TRAINING (VET)

The Australian VET system is designed to provide students with practical skills and knowledge aligned to industry needs. Training is delivered by Registered Training Organisations (RTOs) like Iona Columba College and is based on nationally endorsed Training Packages.

Competency-Based Training: Students must demonstrate that they are competent in each unit of competency, meaning they can apply the required skills and knowledge in workplace situations. Assessment is based on evidence of your ability to meet these standards.

National Recognition: Qualifications and Statements of Attainment issued by Iona Columba College are recognised across all RTOs in Australia, supporting national portability of your achievements.

Training Packages: These define the skills and knowledge outcomes but do not prescribe how training is delivered. This gives providers flexibility to design training that suits students and meets qualification requirements.

Your Training and Assessment: You will be informed of the units, assessments, and delivery methods as part of your enrolment and induction. To be awarded a qualification, you must successfully complete all required assessments in line with the course rules.

ELIGIBILITY AND COURSE ENTRY REQUIREMENTS

To enrol in a course at Iona Columba College, you must meet the entry requirements for your chosen qualification. These requirements are in place to ensure that you are appropriately prepared to engage with the course content and successfully complete the training and assessment.

Each course has its own specific entry requirements, which may include one or more of the following:

- A minimum age requirement
- Previous qualifications or units of competency
- Relevant work experience or industry background
- Language, Literacy, Numeracy and Digital capability (LLND) levels appropriate to the course level
- Access to specific equipment or workplace environments (where applicable)

Details of the entry requirements for your course are provided in the Course Brochure and

confirmed during the enrolment process.

Before your enrolment is accepted, you will be required to complete a Pre-Enrolment Review. This review helps us to:

- Confirm that the course is suitable for your learning goals
- Identify any support you may need to complete the course successfully
- Determine any recognition of prior learning or credit transfer that may apply

If at any stage we determine that a course is not suitable for you, or that an alternative pathway may be more appropriate, we will discuss your options and support you in making an informed decision.

LANGUAGE, LITERACY, NUMERACY AND DIGITAL SKILLS

Language, literacy, numeracy, and digital (LLND) skills are essential for participation in vocational education and employment. These core capabilities underpin the ability to follow instructions, communicate effectively, complete assessments, use technology and perform practical workplace tasks such as weighing, measuring, interpreting documentation, and accessing online platforms. As training increasingly involves digital tools and flexible delivery models, digital literacy has become as critical as reading, writing, and numeracy.

In line with the Outcome Standards for RTOs 2025, Iona Columba College assesses each student's LLND capability prior to enrolment to ensure that students are appropriately prepared for their training program. This review is not intended to exclude students but rather to identify where support may be required to ensure successful participation and course completion. Where a student's LLND capability is not aligned with the course requirements, Iona Columba College will work with the student to determine suitable support, referral options, or alternative pathways.

LLND Support for Students Enrolled in Qualifications

Students enrolling in full qualifications will participate in a structured pre-training review that includes:

- A review of the student's language, literacy, numeracy, and digital capability in relation to the entry requirements and demands of the training product and mode of delivery.
- Consideration of any existing qualifications or recent relevant experience, where appropriate.
- Screening tools that are aligned to Australian Core Skills Framework (for LLN) and Australian Digital Capability Framework or equivalent (for digital literacy).

To support students identified as needing additional assistance, Iona Columba College will:

- Provide training and assessment materials and delivery methods that are suitable to the learner's needs and the level of the course.
- Clearly communicate the types of LLND support available internally and externally.
- Refer students to foundation skills programs or other external support services if the level of support needed is beyond what Iona Columba College can reasonably provide.
- Negotiate reasonable adjustments or extensions to training timeframes, where appropriate and permitted by the training package.
-

Where a student's LLND capacity indicates that the training product is not currently suitable, the RTO will provide guidance on more appropriate training or support options.

LLND Review for Short Courses

Students enrolling in short courses (such as First Aid or RSA) may be required to complete a brief LLND screening as part of their enrolment application. This ensures that the student has the basic skills required to engage safely and effectively with the training and assessment process.

If a student has concerns about their language, literacy, numeracy, or digital capabilities, we strongly encourage them to contact the RTO before the course begins. Our staff will be happy to discuss course expectations, assess suitability, and explore any support that may assist in achieving success.

UNIQUE STUDENT IDENTIFIER (USI)

All students undertaking nationally recognised training in Australia are required to have a Unique Student Identifier (USI).

Your USI is a reference number that gives you access to your training records and results from all registered training providers in one secure online location. It is a requirement under Australian Government legislation that you provide your USI to Iona Columba College before you can be issued with any nationally recognised qualification or statement of attainment.

What You Need to Know:

- If you already have a USI, you must provide it at the time of enrolment.
- If you do not have a USI, you can create one quickly and easily at www.usi.gov.au.
- Iona Columba College can assist you in applying for a USI during the enrolment or orientation process if you require help.
- Your USI must match the details on your identification documents (e.g. name, date of birth).

There are several unique circumstances where a person may be exempt from requiring a USI. These do not apply to the vast majority of students in Australia. The USI Exemption Table is available from the USI website which explains these circumstances. Individuals who have a genuine personal objection to being assigned a USI can apply for an exemption to the Student Identifiers Registrar. Individuals who have been exempted must show the original of this notice to their training organisation. Training organisations will not need to collect a USI in order to issue a VET qualification or statement of attainment to exempt individuals. If the student later wants a USI the training completed under exemption cannot be added to their USI account retrospectively. Further details can be accessed at www.usi.gov.au

For more information or assistance, please speak with Student Administration.

ENROLMENT PROCESS AND DOCUMENTATION

Iona Columba College is committed to ensuring that the enrolment process is clear, accessible, and supports students to make informed choices about their training.

Our Enrolment Process

Before you can commence your course, you will need to complete the following steps:

1. **Submit an Application:** Complete the Student Application Form and submit all required supporting documents, such as photo identification and evidence of prior learning (if applicable).
2. **Participate in a Pre-Enrolment Review :** You will be asked to complete a Pre-Enrolment Review (PTR) to help us assess your course suitability, career goals, and individual learning needs.
3. **Undertake an LLND Assessment:** Language, Literacy, Numeracy and Digital Capability (LLND) skills are assessed to ensure you are able to meet the demands of the course. Where necessary, support arrangements will be offered.
4. **Receive a Course Offer and Agreement:** If you meet the entry requirements, you will be issued with a Letter of Offer and a Student Agreement outlining your course, fees, rights, and responsibilities.
5. **Accept Your Offer**

You must sign and return the Student Agreement and pay any applicable fees or deposit as outlined in your Course Offer.

Attend Orientation

Once your enrolment is confirmed, you will be invited to attend a student orientation session prior to commencing your training.

Required Documentation

During the enrolment process, you may be required to provide the following:

- Valid photo identification (e.g. driver licence, passport)
- USI (Unique Student Identifier)
- Evidence of prior qualifications or work experience (if applying for credit or RPL)
- Any documentation required to support reasonable adjustment or learning support needs

All personal information collected during enrolment is managed in accordance with privacy legislation and the College's Privacy and Record Management policies.

Enrolment Confirmation and Rejection

Once your application has been assessed and all entry requirements are met, you will receive written confirmation of your enrolment. This includes:

- A Letter of Offer
- A Student Agreement outlining the terms and conditions of your enrolment
- Course start date, delivery schedule, and key contact details

Your place in the course is confirmed once you return the signed Student Agreement and any required fees are received.

If your application is unsuccessful or if we believe the course is not suitable for your learning needs, we will notify you in writing. Where appropriate, we will provide information about alternative pathways, support options, or referral to another provider.

Our aim is to ensure that each student is enrolled in a course that aligns with their goals, capabilities, and support needs.

ORIENTATION OVERVIEW

Iona Columba College provides an orientation session for all new students before training begins. Orientation is designed to help you feel confident and well-informed as you start your learning journey with us.

Whether you're returning to study or enrolling for the first time, orientation will give you the information and support you need to get the most out of your training.

What to Expect at Orientation

At orientation, you will:

- Meet your trainer and other staff members
- Receive your course schedule
- Be introduced to the learning environment (campus, online platform, or workplace site)
- Learn about your rights and responsibilities as a student
- Be informed about assessment processes and support services
- Receive a copy of the Student Handbook (or be shown how to access it)
- Confirm your USI (Unique Student Identifier), if not already provided
- Learn how to access student records, policies, and procedures
- Have an opportunity to ask questions and clarify anything you're unsure about

Orientation is also a chance to meet fellow students and begin building positive relationships in a supportive environment.

Attendance Requirement

Attendance at orientation is compulsory. If you are unable to attend your scheduled orientation session, please contact Student Administration as soon as possible so that alternative arrangements can be made.

SECTION 2: PRIVACY AND STUDENT INFORMATION

Iona Columba College is committed to protecting your privacy and managing your personal information in accordance with the *Privacy Act 1988 (Cth)* and the Australian Privacy Principles. We collect and store your information to support your training and assessment and to meet our reporting and regulatory obligations.

USE AND DISCLOSURE OF YOUR PERSONAL INFORMATION

Iona Columba College only collects personal data that is reasonably necessary for /or related to the student's enrolment and training activity.

Information collected includes:

- Personal information as detailed in the enrolment form
- Results of training and performance evaluations including assessments, RPL assessments and language literacy, numeracy & digital evaluations
- Iona Columba College personnel will update client personal details without charge being applied to ensure client information remains current, accurate and complete.
- Any unsolicited information provided shall be destroyed (where lawful to do so) as soon as practicable to ensure that the information is de-identified.

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.

Iona Columba College is required to collect and report full Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) data in accordance with the National VET Provider Collection Data Requirements Policy.

As part of the enrolment process, we are required to obtain an individual's Unique Student Identifier or sufficient information to obtain the Unique Student Identifiers on behalf of an individual. The privacy of individuals is protected in line with the [Student Identifiers Act 2014](#) and [the Privacy Act 1988 \(Cth\)](#). Where an individual has authorised Iona Columba College to create a USI on their behalf, the personal information collected for the purpose of creating a USI shall be destroyed as soon as possible after the USI application has been made or it is no longer needed for that purpose. The only exception to this requirement is where Iona Columba College, is required under or by another law to retain the information.

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 (NCVER). In all other cases Iona Columba College will seek the written permission of the student for such disclosure.

For more detail on how your information is used and protected, please refer to our Privacy Policy, available on our website or from Student Administration.

ACCESSING AND UPDATING YOUR RECORDS

You have the right to request access to your personal records and to update or correct your information at any time.

To request access:

- Contact Student Administration in writing
- Provide sufficient identification and details of the information you wish to view or update

Requests are processed promptly and in accordance with our Records Management and Privacy policies.

If you believe your information is inaccurate, incomplete or out of date, we will take reasonable steps to correct it.

SECTION 3: TRAINING, SUPPORT AND INCLUSIVE LEARNING

Iona Columba College caters to diverse student learning needs and aims to identify and respond to the learning needs of all students. Students are encouraged to express their views about their learning needs throughout their learning experience, from the initial enrolment stage onwards.

To ensure we meet the specific needs of our students, we:

- determine the support needs of individual students during the enrolment process
- ensure trainers are fully informed of a student's support needs prior to commencement of training, whilst ensuring confidentiality for the student
- provide all students with access to the educational, support and wellbeing services necessary for them to meet the requirements of the training product as specified in the training packages
- have a Student Support Officer available to assist students
- work with the student to develop individualised strategies to suit their learning needs and address any identified gaps

YOUR TRAINING PROGRAM

Iona Columba College delivers nationally recognised training that is designed to equip students with practical skills, industry-relevant knowledge, and recognised qualifications. Our training programs are developed in alignment with national training package requirements and are designed to support student success in real-world environments.

What to Expect

When you enrol in a course at Iona Columba College, you will receive:

- A Training Plan/schedule outlining your units of competency, sequence and mode of delivery and timeframes/expected duration
- A Schedule of Learning and Assessment so you know what's coming and how to stay on track
- Access to qualified trainers and assessors with industry experience and up-to-date credentials
- Opportunities for practical learning, either in simulated environments, real workplaces, or both
- Timely feedback on your progress and assessment outcomes
- Ongoing support to help you remain engaged and successful throughout your course

Training may be delivered:

- Face-to-face in a classroom or workshop setting
- Online through a digital learning platform
- On-the-job in your workplace
- Or a blend of the above (blended delivery)

Your individual delivery mode will be outlined in your Course Brochure and confirmed during orientation.

Customised Learning

Your training will be tailored where appropriate to reflect your:

- Prior experience and qualifications
- Learning goals and aspirations
- Language, literacy and numeracy needs
- Any reasonable adjustments required to support equitable access to learning

We understand that each student is unique — and your learning experience will reflect that.

SUPPORT SERVICES AVAILABLE

Iona Columba College is committed to ensuring that every student has access to the support they need to succeed in their training. We understand that life circumstances, learning differences, and personal challenges can affect participation and performance, and we are here to help.

We provide a range of academic, personal, and practical support services throughout your learning journey.

Academic Support

- Guidance from trainers on course content and assessments
- Clarification of assessment requirements
- Additional learning resources (where available)
- Study skills support or advice on time management

Language, Literacy, Numeracy and Digital Capability (LLND) Support

- Assistance for students who need help with reading, writing, numeracy or digital skills
- Referral to external LLND specialists where required

Technology Support

- Help accessing the student portal or learning management system
- Troubleshooting login issues
- Basic technical guidance for accessing course materials

Personal Support

- Referral to external counselling or mental health services (where appropriate)
- Support for students experiencing stress, anxiety, or other personal concerns
- Crisis support contact information

Career and Pathway Support

- General advice on career opportunities and study pathways
- Assistance understanding job roles aligned with your qualification

Support is available to all students — and we encourage you to ask for help early. You can access support by speaking with your trainer, Student Administration, or the Student Support Officer.

SUPPORT FOR ONLINE STUDENTS

Students enrolled in online courses at Iona Columba College are supported through a range of services to ensure they receive high-quality, engaging, and accessible training.

Iona Columba College will:

- Provide a user-friendly and accessible online learning platform (Learning Management System or LMS).
- Offer virtual orientation sessions to introduce students to the LMS, online course navigation, available resources, and support services.
- Upload an online timetable and course-specific instructions to the LMS upon enrolment.
- Ensure that online students have access to the same standard of educational content, instruction, and assessment as those attending face-to-face classes.
- Monitor online participation and engagement through weekly LMS activity reports.
- Encourage connection and engagement by facilitating online student communities and peer networks.
- Continuously review and update online learning resources and support services in response to student feedback and best practices in online education.

IT Support

For issues related to login credentials, password resets, or other technical difficulties, students should contact the Administration Team. Staff will provide assistance directly or refer the issue to technical support.

Learning Support

Each online student is assigned a dedicated trainer/assessor who provides academic support throughout the course. During orientation, students will be informed of their trainer's name, contact details, and how to request learning support.

Students can also communicate with their trainer/assessor via the LMS if they have questions about the course content. Clear instructions on how to access this feature are provided in the LMS orientation and at first login.

Support is available to all students — and we encourage you to ask for help early. You can access support by speaking with your trainer, Student Administration, or the Student Support Officer.

Student Support Records

To make sure every student receives the help they need, our College keeps a confidential Student Support Log. This is a record of any support provided to you, such as:

- Academic assistance (study skills, course progress support, assessment feedback)
- Language, Literacy, Numeracy and Digital (LLND) help
- Wellbeing support (stress, health)
- Referrals to counselling, medical, legal, or community services
- Online or distance learning support
- General advice on personal or study matters

The log helps us:

- Keep track of the support you receive so nothing is missed,

- Make sure follow-up actions happen on time, and
- Continuously improve the services we provide.

Your privacy is respected at all times. Sensitive matters are marked confidential and only shared with staff who need to know in order to support you. You may request a copy of your support record at any time by contacting the Student Services Officer.

REASONABLE ADJUSTMENT AND INCLUSIVE LEARNING

Iona Columba College is committed to providing an inclusive and equitable learning environment for all students. We recognise that students may have individual needs arising from disability, health conditions, learning difficulties, cultural background, or personal circumstances that may impact their ability to participate fully in training and assessment.

To support your success, Iona Columba College offers reasonable adjustments in line with the *Disability Standards for Education 2005* and the *Standards for RTOs 2025*.

What is Reasonable Adjustment?

Reasonable adjustment refers to changes or modifications made to training delivery or assessment methods to support equitable participation — without compromising the integrity of the course outcomes.

Examples include:

- Providing additional time to complete assessments
- Adjusting assessment formats (e.g., oral instead of written)
- Allowing assistive technology
- Providing materials in accessible formats (e.g., large print)
- Offering alternate scheduling or support arrangements

How to Request an Adjustment

If you believe you may require reasonable adjustment, please notify:

- Your trainer or assessor
- The Student Support Officer
- Or Student Administration during enrolment or orientation

You may be asked to provide relevant documentation to assist in planning your support. All requests are handled confidentially and respectfully.

We encourage you to speak with us as early as possible, so we can work with you to design a training experience that supports your needs.

CULTURAL SAFETY

Iona Columba College is committed to providing a learning environment where every student feels respected, valued, and safe to express their cultural identity. *Cultural safety* means that people from all backgrounds, including Aboriginal and Torres Strait Islander peoples and students from culturally and linguistically diverse communities, can learn and participate free from discrimination, judgment, or bias.

Students are encouraged to share their perspectives and cultural experiences as part of the

learning process. Staff are trained to use inclusive practices, recognise cultural differences, and respond respectfully to the needs of all students.

If you ever feel uncomfortable or experience behaviour that challenges your sense of cultural safety, you are encouraged to speak with a Student Support Officer or your trainer/assessor. All concerns will be handled confidentially and in accordance with Iona Columba College's *Cultural Safety Policy and Procedure* and *Complaints and Appeals Policy*.

SAFETY AND WELLBEING

Iona Columba College is committed to providing a safe, supportive, and respectful learning environment for all students. We understand that student wellbeing, both physical and emotional, is vital to learning success.

Whether you are studying on campus, online, or in the workplace, your health and safety matter to us.

Safety

Iona Columba 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;
- Do not undertake activities which may cause injury to self or others;
- Be responsible for your own actions;
- No smoking at the training and assessment facilities or offices;
- Report all potential hazards, accidents and near misses to the RTO staff;
- If you are involved in any accident which results in personal injury and /or damage to equipment or facilities, notify the Trainer immediately.
- No consumption of illicit substances within training and assessment facilities or during the conduct of training and assessment;
- 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.

Safety Online

When engaging in online activities, particularly while studying through your RTO's learning management system (LMS), it is crucial to prioritise your safety and security. Always be cautious about sharing personal information such as your full name, address, phone number, or financial details on public forums or with people you do not know. Only upload your assignments, assessments, or personal documents via secure portals such as the official LMS or RTO-authorised email addresses.

Use strong, unique passwords for different accounts and enable two-factor authentication where available, especially for access to the LMS, email, and student portals. Be wary of links and attachments in emails or messages from unknown sources, as these may lead to phishing sites or contain malware. If you receive a suspicious message claiming to be from Iona Columba College, contact the College directly to verify its authenticity.

Respect others online as you would in person. Use professional and courteous language in forums, discussion boards, and virtual classrooms. Harassment, discrimination, or inappropriate behaviour in the online environment is not tolerated and should be reported immediately to your trainer or Student Support Officer.

Be aware of your digital footprint—everything you post, share, or comment on can be permanent and may be viewed by future employers or educators. Avoid oversharing on social media and ensure your privacy settings are up to date.

Iona Columba College monitors LMS activity for your safety and to support academic integrity. If you ever feel unsafe, experience inappropriate conduct, or need help navigating your online learning environment, reach out to Student Support. Your safety, wellbeing, and success are a top priority—online and offline.

MENTAL AND EMOTIONAL WELLBEING.

Your wellbeing matters. Iona Columba College understands that personal, emotional, health or life circumstances can affect your ability to focus on and succeed in your studies. Whether you're feeling overwhelmed, facing mental health challenges, experiencing family or financial stress, or struggling to stay engaged—help is available.

We are committed to providing a safe, respectful, and supportive learning environment. If you are experiencing any difficulties, please speak with your trainer, the Student Support Officer, or contact Student Services. We can offer guidance, adjust your learning plan where appropriate, and refer you to external professional services if needed. Your privacy will be respected, and support will be tailored to your individual needs to help you stay on track with your training.

Equity

Iona Columba College is committed to ensuring that the training and assessment environment is free from discrimination and harassment. All Iona Columba College staff members (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances. In the event that discrimination and harassment is found to have occurred disciplinary action will be taken against any staff member who breaches this policy. Suspected criminal behaviour will be reported to police authorities immediately.

Students who feel that they have been discriminated against or harassed should report this information to a staff member that they feel they can trust. This will initiate a complaints handling procedure which will be fair and transparent and will protect your rights as a complainant. Alternatively, if a student wishes to report an instance of discrimination or harassment to an agency external to Iona Columba College, they are advised to contact the Australian Human rights Commission Complaints Info-line on 1300 656 419.

Respectful and Inclusive Environment

We are committed to providing an inclusive space where all students are treated with dignity and respect. Discrimination, bullying, harassment, or intimidation of any kind will not be tolerated.

Students are expected to:

- Treat fellow students, trainers, assessors, staff and visitors with respect, courtesy and professionalism at all times.
- Contribute to a safe and inclusive learning environment by respecting the diversity of the RTO community.
- Not engage in discrimination, harassment, vilification, victimisation, bullying or threatening behaviour towards any person, including behaviour based on race, religion, ethnicity or cultural background, including antisemitism.
- Refrain from behaviour that could reasonably be considered offensive, aggressive, intimidating or inappropriate.

Together, we build a culture of care, inclusion, and mutual responsibility.

FREE SERVICES

Below is a list of external Services we recommend:

Service Provider	Contact details	Assistance Provided	Fees
Lifeline	Phone 1300 224 636 or visit	Counselling, disability services, financial, gambling, indigenous mental health, personal issues, suicide, youth and age care	Free of charge
The Reading and Writing hotline	Phone 1300 655 506 or visit http://readingwritinghotline.edu.au/	Adult literacy and numeracy support	Free of charge
Beyond Blue	Phone 1300 22 4636 or visit www.beyondblue.org.au	Depression and Anxiety	Free of charge
Workforce Australia	Visit https://www.workforceaustralia.gov.au/individuals	Workforce Australia is a place Australians can search and apply for jobs or find more information on their pathway to employment.	Free of charge
Headspace	Phone or visit 1800 650 890 http://headspace.org.au	General physical health, mental health, drinking or drug use, sexual health, work and study services, youth reference group and youth programs	Free of charge

SECTION 4: ASSESSMENT AND ACADEMIC INTEGRITY

Assessment is a key part of your training and is used to determine whether you have gained the required skills and knowledge to be deemed competent in a unit. Iona Columba College is committed to conducting fair, valid and reliable assessments and to supporting students to succeed through access to feedback, reassessment opportunities, and academic support. You are expected to participate honestly in all assessment tasks and maintain the highest standards of academic integrity throughout your course.

ASSESSMENT REQUIREMENTS

You will be provided with an Assessment Summary at the beginning of each module. This summary includes assessment types, due dates, and submission requirements to help you prepare and manage your workload.

Assessment is an essential part of your course. It confirms that you have the required knowledge and skills to meet the requirements of each unit of competency and to receive a nationally recognised qualification.

At Iona Columba College, all assessments are conducted in accordance with the *Principles of Assessment* and the *Rules of Evidence*, ensuring they are fair, flexible, valid, and reliable.

Students are expected to submit all assessments by the due date. If a student is unable to meet a deadline due to extenuating circumstances, they should contact their trainer or Student Support Officer before the due date to request an extension.

What You Can Expect

During your course, you will undertake a range of assessment tasks such as:

Written Exercises

- Written exercises may be open or closed book exercises, which may involve multiple choice questions, short answer questions, case studies, and reports.

Case Study/Written Report

- Case studies and reports require the student to analyse, problem solve and apply their learning from the course to the situation described. They require the student to demonstrate appropriate levels of research and understanding.

Presentations /Role Plays

- Assessment tasks may involve group work and presentations of information as a method of assessing teamwork and communication skills.

Portfolio

- A Portfolio usually contains a number of documents, gathered over a period of time, displaying evidence of the ability to perform a number of practical skills or tasks.

Practical/Observation Assessments

- Students may be observed demonstrating practical skills, this could be in the workplace, in the classroom or via video

You will receive clear instructions for each assessment, including the due date, marking criteria, and what to do if you need more time or support.

Assessment Conditions

Your trainer/assessor will:

- Explain assessment tasks and expectations clearly
- Provide reasonable timeframes for completion
- Ensure assessment conditions are consistent with training package requirements
- Provide feedback on your performance

Where a unit requires demonstration of workplace skills, these will be assessed either in a real or simulated workplace environment that meets industry standards.

Submitting Assessments

You must submit your assessments by the due date unless an extension is approved. Late submissions without prior approval may be deemed Not Satisfactory.

If you are unsure about a task or need help, speak with your trainer before the due date.

PRINCIPLES OF ASSESSMENT AND RULES OF EVIDENCE

Iona Columba College applies the nationally agreed Principles of Assessment and Rules of Evidence to ensure that all assessments are valid, fair, consistent, and reliable.

These principles guide our assessors in designing and conducting assessments, and ensure students are assessed based on the required outcomes of each unit of competency.

Principles of Assessment

1. Fairness

Students are given clear information about assessment processes and have the opportunity to challenge and appeal decisions. Reasonable adjustments are available where required.

2. Flexibility

Assessment considers individual learning needs, circumstances, and prior learning. Methods and timing can be adjusted where appropriate to support equitable participation.

3. Validity

Assessment tasks align directly with the skills, knowledge, and performance criteria specified in the unit of competency.

4. Reliability

Assessment outcomes are consistent across different students, assessors, and assessment contexts.

Rules of Evidence

1. Validity

The evidence collected relates to the requirements of the unit of competency.

2. Sufficiency

Enough evidence is gathered to allow the assessor to make a confident judgement about the student's competence.

3. **Authenticity**

The evidence submitted is the student's own work.

4. **Currency**

The evidence demonstrates the student's competence at the present time — typically within the past two to three years.

These standards help maintain the integrity and credibility of nationally recognised qualifications. If you ever have questions about how your assessment is being conducted, speak with your trainer or contact the Academic Manager.

PLAGIARISM, CHEATING, AND ACADEMIC INTEGRITY

Iona Columba College is committed to upholding the highest standards of academic integrity. All students are expected to complete their own work honestly and ethically. Behaving with integrity during assessment ensures that your achievements are valid, respected, and nationally recognised.

What is Academic Integrity?

Academic integrity means being honest and responsible in your learning and assessment. It involves:

- Completing your own work without copying from others
- Acknowledging any sources or ideas that are not your own
- Following assessment instructions carefully
- Asking for help when you need it, instead of cutting corners

What is Plagiarism?

Plagiarism is the act of using someone else's work, ideas, or wording without properly acknowledging the source. This includes:

- Copying directly from textbooks, websites, or other students
- Submitting someone else's work as your own
- Failing to reference sources where required

What is Cheating?

Cheating refers to dishonest behaviour during an assessment, such as:

- Getting someone else to complete your work
- Sharing answers during a supervised assessment
- Using unauthorised notes or devices during a test

Use of Artificial Intelligence (AI)

The use of Artificial Intelligence (AI) tools (such as ChatGPT, Grammarly, or other generative programs) must be approached with caution and transparency. While such tools can be helpful for developing ideas or improving grammar, using them to generate complete responses or assessment submissions without attribution is considered a form of academic misconduct.

Students must:

- Disclose if AI tools were used to support the preparation of any assessment
- Ensure all submitted work reflects their own understanding and capabilities
- Avoid submitting work generated wholly or substantially by AI

Where the use of AI breaches assessment conditions or masks a student's actual competency, the assessment may be deemed Not Satisfactory and further investigation may follow.

If you're unsure about whether AI use is acceptable in a task, always check with your trainer or assessor first.

Consequences of Academic Misconduct

If a student is found to have plagiarised, cheated, or misused AI tools:

- The assessment will be marked Not Satisfactory
- The incident will be recorded and investigated
- Disciplinary action may include reassessment, suspension, or withdrawal from the course in serious cases

How to Avoid Misconduct

- Ask your trainer if you're unsure about what is required
- Manage your time and start early
- Use your own words and demonstrate your understanding
- Acknowledge all sources — including any use of AI tools
- Do not share your completed assessments with others

Upholding academic integrity protects the value of your qualification and reflects your commitment to ethical and professional behaviour.

MISSED ASSESSMENTS AND REASSESSMENT

Iona Columba College understands that sometimes unforeseen circumstances can prevent students from completing assessments on time. We aim to provide a fair and supportive approach to managing missed assessments and reassessment opportunities, while maintaining the integrity of the qualification.

Missed Assessments

If you are unable to attend or submit an assessment by the due date, you must notify your trainer or Student Administration as soon as possible. Valid reasons may include:

- Illness or medical emergency
- Family or personal hardship
- Unforeseen work commitments (where applicable)

You may be required to provide supporting documentation, such as a medical certificate or statutory declaration. In such cases, alternative arrangements or extensions may be granted at the discretion of the trainer/assessor or training coordinator.

Unexplained or repeated missed assessments may result in a 'Not Satisfactory' outcome and could impact your course progress.

Reassessment

If you receive a Not Satisfactory outcome for an assessment, you will be permitted up to two reassessment attempts per assessment task within the unit delivery period at no additional cost.

If reassessment is required after the unit's conclusion, or due to a late submission without prior approval, a fee may apply. Students can request support or mentoring before attempting reassessment.

Reassessment tasks may differ from the original assessment to preserve the integrity of the process but will assess the same skills and knowledge.

Unsatisfactory Progress and Additional Support

Where repeated reassessment is required, or if you are struggling to meet course requirements, your trainer will discuss additional support strategies. This may include:

- Study or LLN support
- One-on-one guidance
- Adjustment of training strategies
- Development of an intervention or support plan

Iona Columba College is committed to helping students succeed — reassessment is not a failure, but an opportunity to demonstrate your skills and understanding.

SECTION 5: RECOGNITION OF PRIOR LEARNING AND CREDIT TRANSFER

Iona Columba College recognises that students may already have skills, knowledge, or previous qualifications that are relevant to the course they are undertaking. You may be eligible to have this prior learning assessed through Recognition of Prior Learning (RPL), or to receive credit for units you have already completed through another Registered Training Organisation. Applying for RPL or credit transfer can reduce the time and cost required to complete your course. Students are encouraged to discuss these options with Student Support prior to enrolment or early in their training.

RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning (RPL) is a process that allows you to receive credit for skills and knowledge you have already acquired — through formal or informal learning, work experience, or life experience — without having to repeat training.

If you can provide valid, sufficient, current and authentic evidence that you meet the requirements of a unit of competency, you may be granted recognition for that unit.

Examples of prior learning include:

- Previous employment in a relevant industry
- Volunteer or community work
- Formal or informal training courses
- Life experience that aligns with the learning outcomes

The RPL Process

1. Initial Inquiry

You can express your interest in RPL during enrolment or at any time during your course. You will receive guidance and an RPL Information Kit to help you decide whether to proceed.

2. Application and Self-Assessment

You will complete an RPL Application Form and provide a portfolio of evidence. This might include resumes, job descriptions, references, work samples, photos, or certificates.

3. Assessment of Evidence

An assessor will review your evidence against the unit requirements. They may also conduct a competency conversation or practical demonstration.

4. Outcome and Feedback

You will receive written advice about the result. If further evidence is needed, you may be given an opportunity to provide it.

Things to Keep in Mind

- RPL is subject to the same rigorous assessment standards as traditional training
- Iona Columba College must ensure that all evidence aligns with the competency requirements
- There are fees for RPL assessments — check with Student Administration

RPL can save time and money and help you move through your course more efficiently. Speak with your trainer or contact the Iona Columba College office if you think RPL may apply to you.

CREDIT TRANSFER (CT)

Credit Transfer is the process of recognising and awarding credit for units of competency you have previously completed with another Registered Training Organisation (RTO). This allows you to avoid repeating the same learning and fast-tracks your pathway to completing your qualification.

When Can Credit Transfer Be Granted?

You may be eligible for Credit Transfer if you can provide:

- A Statement of Attainment or Record of Results from an RTO that lists the exact unit code and title you have completed
- A certificate showing the unit has been completed as part of a nationally recognised qualification
- Evidence that the unit is equivalent to the one currently listed in your course (if superseded or updated)

We will verify the authenticity of your documents and assess their relevance to your current qualification.

The Credit Transfer Process

1. Application

You can apply for Credit Transfer at the time of enrolment or early in your course. Ask for a Credit Transfer Application Form from Student Administration.

2. Submit Documentation

Provide certified copies of your previous qualifications or transcripts.

3. Assessment and Outcome

Iona Columba College will assess your application and advise you in writing of the outcome. If credit is granted, your training schedule will be adjusted accordingly.

Important Notes

- Credit Transfer is different from RPL. CT is based only on formal studies completed.
- No fees apply for Credit Transfer applications.
- You will not be required to complete training or assessment for units granted through CT.

Credit Transfer supports learner mobility and reduces duplication of training. If you think you may be eligible, speak with Student Administration or your trainer for assistance.

SECTION 6: STUDENT PARTICIPATION AND MONITORING PROGRESS AND FEEDBACK

To get the most out of your training, it's important to participate fully in all scheduled learning activities and complete the tasks and assessments required for your course. We encourage you to do your best and stay on top of your work. If you have ongoing difficulty completing tasks or regularly miss training sessions, your trainer will check in with you to talk through any issues and help you put a plan in place to get back on track. In some cases, this may involve temporarily pausing your training until you're ready to continue.

If you're enrolled in classroom-based training and know you'll be unable to attend a session, please contact Iona Columba College as early as possible—ideally at least 48 hours beforehand. This gives us time to work with you on a suitable plan to stay up to date. Options might include a catch-up class, some extra self-paced work, or another arrangement that works for your situation. If absences become frequent or we don't hear from you, your place in the course may be affected.

We understand that life happens. If you miss a session and haven't been in touch, we'll try to contact you and see how we can help. If we're unable to reach you after three attempts, we may need to withdraw you from the course until you're ready to re-engage.

MONITORING YOUR PROGRESS

Iona Columba College is here to support you every step of the way. Throughout your training, your progress will be checked regularly to make sure you're keeping pace and getting the most out of your learning experience. Your trainer will offer regular feedback and guidance, and if anything's not going to plan, we'll work with you to create a support strategy that suits your needs and helps you keep moving forward toward your goals.

How Progress is Monitored

Your progress is monitored through:

- Completion of learning activities and assessments
- Attendance at training sessions (where applicable)
- Participation in workplace or simulated tasks
- Communication with your trainer or assessor
- Ongoing reviews of your Training Plan (for students in structured programs)

Trainers and assessors track your achievements against each unit of competency to ensure you are meeting expectations.

Progress Review

At regular intervals during your training, your trainer may:

- Provide informal or formal feedback on your performance
- Discuss any challenges or barriers to learning
- Offer advice or referrals to support services
- Adjust your training strategies if needed
-

If You Are Falling Behind

If you are not progressing as expected, Iona Columba College may initiate support measures such as:

- Additional tuition or one-on-one assistance
- Adjusted learning resources or assessment timelines
- Development of a support plan

We encourage open communication. If you are facing difficulties, please talk to your trainer early — the earlier we know, the more we can help.

FEEDBACK FROM TRAINERS AND ASSESSORS

Ongoing feedback is a key part of your learning journey at Iona Columba College. It helps you understand how you are progressing, where you are doing well, and where improvements can be made.

Types of Feedback You May Receive

- **Assessment Feedback**
After submitting an assessment, your assessor will provide written and/or verbal feedback on your performance. This will include whether you have met the requirements and what areas, if any, require further development.
- **Progress Discussions**
Trainers may provide informal feedback during classes, training sessions, or workplace visits to keep you informed and confident in your progress.
- **Structured Review Points**
Depending on your course, you may also have formal checkpoints such as unit completions, milestone reviews or training schedule updates.

Why Feedback Matters

- It reinforces your strengths and highlights your achievements
- It clarifies expectations for assessment and performance
- It provides direction for further learning
- It supports your confidence and motivation

We encourage you to ask for feedback at any time. Your trainer is here to support your success. Open and respectful communication is always welcomed.

SUPPORT PLANS (IF APPLICABLE)

Iona Columba College is committed to ensuring every student has a fair and supported opportunity to succeed. Where a student is identified as not progressing satisfactorily, we may implement an intervention process with a Support Plan to help you get back on track.

When is a Student Support Plan Used?

A support plan may be initiated if:

- You have received multiple 'Not Satisfactory' results
- You have missed key assessments or milestones
- Your attendance or engagement in training is low

- You have identified challenges affecting your study (e.g. personal, health, language or literacy issues)

What the Plan Involves

Each plan is tailored to your individual needs and may include:

- Modified training schedules
- Additional learning support or tutoring
- Reasonable adjustments to assessment methods
- Access to wellbeing services
- Clear goals, timelines, and review checkpoints

Your trainer or the Student Support Officer will work with you to co-develop the plan and agree on strategies for improvement. The plan is recorded and monitored regularly.

Our Commitment

Intervention and support planning is not punitive, it's a proactive step to ensure you have every opportunity to achieve competency and complete your qualification. We respect your individual learning journey and are here to assist you in overcoming any barriers.

WITHDRAWAL FROM A COURSE

If you wish to terminate your participation in a training program, please inform your trainer or Iona Columba College administration immediately and complete a withdrawal form. This will ensure that your Statement of Attainment can be awarded to you promptly for the work you have successfully completed. The student is required to fill out the *Application for Course Deferment or Withdrawal* form, available from Student Support

If a student is unreachable or does not reply to the RTO's attempts to communicate, their enrolment may be terminated. This measure will only be considered after the RTO has exhausted every reasonable effort to contact the student and determine their intentions regarding the continuation or completion of their course. The student will be advised in writing prior to this action taking place and provided with an opportunity to discuss the issue.

SECTION 7: WORK PLACEMENT (IF APPLICABLE)

Some courses delivered by Iona Columba College may include a work placement component. Work placement provides the opportunity to apply your knowledge and skills in a real-world environment and is a valuable part of your training and assessment.

Placement Requirements

If your course includes a compulsory work placement, it will be clearly stated in your course brochure and discussed during orientation. To undertake work placement, the following conditions generally apply:

- You must have completed required units or preparatory training prior to commencing placement
- You must meet all relevant compliance requirements (e.g. Working with Children Check Police Check, immunisation requirements, or confidentiality agreements)
- You must be available during scheduled placement hours and comply with attendance expectations
- You are expected to follow workplace policies, procedures, and codes of conduct
- You must actively participate in work-based tasks as directed by your supervisor and trainer

Work placement is a formal part of your course. The hours you complete, the tasks you perform, and the feedback from your workplace supervisor all contribute to your final assessment.

Supervision and Assessment

While on placement:

- You will be supervised by a qualified and approved workplace supervisor
- An Iona Columba College workplace assessor will conduct scheduled workplace visits and assessments
- You may also be required to submit reflective journals, reports, or other evidence as part of your assessment.

Iona Columba College will provide you with a Work Placement Handbook, a Logbook and information about your responsibilities before your placement begins.

WORKPLACE LOGBOOKS AND ASSESSMENT

During your work placement, you will be required to maintain a Workplace Logbook. This document is an important part of your assessment and must be completed accurately and honestly.

Purpose of the Logbook

The logbook:

- Records the tasks and activities you complete in the workplace
- Confirms the hours you have undertaken in a real or simulated work environment
- Provides evidence of competency for your assessor
- Allows your workplace supervisor to provide feedback on your performance
- Helps you reflect on your learning and workplace experience

Completing Your Logbook

- You must complete entries at the end of each shift or day of placement
- Your supervisor must sign each entry to confirm accuracy and completion
- The logbook must be submitted to your trainer/assessor according to your training schedule or unit requirements
- All workplace activities should align with the units of competency in your course

Failure to complete the logbook may result in a delay in your assessment or course completion.

Other Assessment Methods Used in Placement

In addition to the logbook, your assessor may:

- Observe you performing tasks in the workplace
- Conduct interviews or practical demonstrations
- Collect third-party reports from your supervisor
- Review documentation you produce during placement

Assessment in the workplace must meet the Rules of Evidence and Principles of Assessment. Your assessor will explain what is required before placement begins.

WORKPLACE RIGHTS AND SAFETY

Iona Columba College is committed to ensuring your health, safety, and wellbeing while you are undertaking work placement. All students have the right to a safe, fair, and respectful work environment.

Your Rights During Work Placement

While on placement, you have the right to:

- Be treated with dignity and respect
- Work in an environment that is free from bullying, discrimination, harassment or exploitation
- Receive proper supervision and training
- Access support services if you experience concerns or distress
- Report safety issues or unfair treatment without fear of penalty

You are not expected to perform tasks beyond the scope of your training or that put your safety at risk.

Your Responsibilities

As a placement student, you are expected to:

- Follow workplace health and safety procedures
- Use equipment safely and wear required personal protective equipment (PPE)
- Report any hazards, incidents or injuries immediately
- Maintain confidentiality and professionalism
- Comply with the workplace's policies and your logbook obligations.

Reporting Concerns

If you feel unsafe, mistreated or are unsure about something during placement:

1. Speak with your workplace supervisor
2. Contact your Iona Columba College trainer or the Student Support Officer
3. Submit a complaint or incident report if needed

We will act quickly and confidentially to investigate and support you.

Insurance Coverage

Students undertaking authorised work placements through Iona Columba College will be covered by insurance. This includes personal accident and public liability coverage for placement activities approved and recorded by the College.

SECTION 8: CERTIFICATION AND COMPLETION

On completing the training program with Iona Columba College, you will receive a nationally recognised qualification. The 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 Iona Columba College will be accompanied by a transcript which will detail the units of competency 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 or modules.

A Statement of Attainment can be used as a basis for recognition of your current competence with other Registered Training Organisations. A statement of results will be available to you upon request throughout your training. This will provide you information on your progress.

ISSUING OF AQF CERTIFICATION

Once you have been assessed as competent in all required units of competency and met all course requirements:

- You will be issued with a Certificate (for a full qualification) or a Statement of Attainment (for partial completion or short courses)
- Certification is issued within 30 calendar days of your completion, provided all fees are paid and your USI has been verified

All certification issued by Iona Columba College complies with:

- The Australian Qualifications Framework (AQF) Issuance Policy
- Compliance Requirements - Standards for RTOs 2025 – Division 2: Certification
- ASQA's recordkeeping and integrity requirements

A Statement of Attainment can be used as a basis for recognition of your current competence with other Registered Training Organisations. A statement of results will be available to you upon request throughout your training. This will provide you information on your progress.

Conditions for Receiving Certificates

To receive your certification, you must:

- Be assessed as competent in all units of competency required for your qualification
- Have a verified USI (Unique Student Identifier)
- Ensure all fees and outstanding requirements have been finalised
- Have completed any work placement (if applicable) and submitted all required documentation such as logbooks

Where a student does not complete the entire course requirements, they may be entitled to receive a Statement of Attainment.

REPLACEMENT OR REISSUE REQUESTS

If your certificate or Statement of Attainment is lost, damaged or needs to be updated due to a name change:

- You may request a reissue by submitting a Replacement Certificate Request Form
- A reissue fee may apply — contact Student Administration for details
- Identification and supporting documentation may be required

Please store your original certificates safely — they are important documents recognised nationally.

SECTION 9: STUDENT RIGHTS AND RESPONSIBILITIES

Iona Columba College is committed to creating a respectful, inclusive, and supportive learning environment where all students can achieve their goals. As a student, you have important rights that ensure you are treated fairly and receive the support, information, and services you need throughout your training. With these rights come responsibilities to participate actively in your learning, behave respectfully towards others, and meet the expectations set out by the College. Understanding your rights and responsibilities helps maintain a positive learning environment for everyone and ensures compliance with the College's policies and procedures.

Student Rights	Student Responsibilities
Be treated fairly and with respect by staff and other students.	Treat others with fairness and respect. Avoid conduct that may offend, discriminate, harass, or disrupt.
Learn in a supportive environment free from harassment, discrimination, and victimisation.	Follow all behavioural expectations as outlined in the Student Code of Conduct and this Handbook.
Learn in a healthy and safe environment where risks are managed.	Follow safety instructions, report hazards promptly and act in a way that protects your wellbeing and that of others.
Have personal information kept private and secure in accordance with our Privacy Policy.	Provide accurate and up-to-date information and notify Iona Columba College promptly of any changes to personal or contact details.
Apply to have existing skills and knowledge recognised (RPL and Credit Transfer).	Participate in training actively and complete assessments honestly, without plagiarism or cheating.
Have complaints dealt with fairly, promptly, and without fear of reprisal.	Raise concerns or issues respectfully and engage in resolution processes when needed.
Be given clear and accurate information about your course, assessments, and progress.	Attend training, prepare for sessions and assessments, and communicate with your trainer if you are unable to attend.
Receive training, assessment, and support services tailored to individual needs.	Notify staff if you experience difficulties that may affect your participation or progress.
Provide feedback on services and your learning experience.	Engage with feedback opportunities and use them to support your development as a learner.
Be informed of any fees and payment conditions prior to enrolment.	Make payments within agreed timeframes, as outlined in your enrolment agreement.

CODE OF CONDUCT

The Student Code of Conduct outlines the behavioural expectations for all students. It includes the obligation to:

- Treat others respectfully and without discrimination
- Uphold academic honesty and avoid plagiarism, cheating, or collusion
 - Communicate clearly and respectfully
 - Follow safety and conduct rules on campus and online
 - Not engage in harassment, bullying, vilifying or disruptive behaviour
 - Cooperate with any reasonable direction given by staff or trainers

The full Code of Conduct is available upon request or can be accessed via our website. If you are unsure about any part of the Code, speak with your Student Support Officer or Trainer for clarification.

SAFE REPORTING

Iona Columba College encourages students and staff to raise concerns about behaviour that may be unfair, discriminatory, threatening or inconsistent with the organisation's commitment to a safe and respectful learning environment. This includes concerns relating to harassment, discrimination or vilification on the basis of race, religion, ethnicity, cultural identity or other protected attributes, including antisemitism.

Individuals who raise a complaint or concern in good faith will be treated respectfully and will not be subject to victimisation or disadvantage as a result of making a complaint. The RTO will take reasonable steps to ensure that complaints are handled confidentially, fairly and sensitively, and that appropriate support is provided to individuals affected by the matter.

Where necessary, the RTO may implement interim measures to support the safety and wellbeing of students or staff while a complaint is being reviewed.

KEEPING YOUR DETAILS UP TO DATE

To ensure we can support you effectively, it is your responsibility to notify Student Administration of any changes to your:

- Address
- Contact details (phone or email)
- Emergency contact
- Medical or wellbeing needs that may affect your training

Accurate information helps us keep you informed and respond to emergencies.

ATTENDANCE AND ENGAGEMENT EXPECTATIONS

Success in your training depends on your active participation. You are expected to:

- Attend all scheduled classes and placement activities
- Submit assessments by the due date
- Communicate with your trainer if you are unwell or unable to attend
- Seek support early if you are falling behind

Ongoing non-attendance, disengagement, or failure to complete assessments without valid reason may affect your progress or lead to withdrawal from the course.

SECTION 10: COMPLAINTS AND APPEALS

Iona Columba College is committed to ensuring that all students have access to a fair, transparent, and accessible process for making complaints and appealing decisions.

We value feedback and take all concerns seriously. Whether your issue relates to training, assessment, support services, facilities, another student, or a member of staff, you are encouraged to raise it through our formal processes.

What is a complaint?

A complaint is negative feedback about services, whether provided by Iona Columba College or others on its behalf, other students or staff which has not been resolved locally. A complaint may be received by Iona Columba College in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by students and/or employers.

What is an appeal?

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be submitted to Iona Columba College within 28 days of the student being informed of the assessment decision or finding.

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 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 APPEALS HANDLING

Iona Columba College is committed to providing a fair, transparent, and supportive process for resolving complaints and appeals. The following principles apply:

- A written record of all complaints and appeals will be maintained, including details of how they were lodged, investigated, and resolved.
- Students have the right to formally present their case at no cost.
- Complainants and appellants may be accompanied and supported by a person of their choice during any related meetings.
- The complaint or appeal process will begin within 5 working days of lodgement. Every effort will be made to resolve the matter promptly.
- Written notification of the outcome, including the rationale for the decision, will be provided to the student.
- The student's enrolment will be maintained throughout the complaint or appeal process.
- If the outcome is in the student's favour, appropriate corrective actions will be implemented immediately.
- All complaints and appeals will be treated confidentially. No information will be shared with a third party without written consent from the student and authorisation from the RTO.
- All matters will be handled with procedural fairness and used as an opportunity for continuous improvement, with outcomes reported to the CEO.

HOW TO MAKE A COMPLAINT

If you have a concern or are dissatisfied with any aspect of your training or experience at Iona Columba College:

1. **Informal Resolution**

Start by discussing the issue with the person involved, your trainer, or the Student Support Officer—if you feel safe and comfortable doing so. Many concerns can be resolved quickly and informally.

2. **Formal Complaint**

If the issue is not resolved informally, you may lodge a formal complaint by completing the Complaints Form, available from Student Services or the RTO's website.

Once submitted:

- Your complaint will be acknowledged within 5 business days
- It will be handled confidentially and fairly
- A written outcome will be provided as soon as practicable

APPEALING AN ASSESSMENT OUTCOME

If you disagree with the result of an assessment:

- First, raise your concerns with your assessor within 10 working days of receiving your result.
- If not resolved, you may lodge a formal appeal using the Complaints and Appeals Form.
- A different qualified assessor will independently review your evidence and reassess your work.
- You will receive a written outcome of the appeal, typically within 20 working days.

EXTERNAL COMPLAINT PATHWAYS

- If complainant is not satisfied with the outcome of the complaint handling, the Chief Executive Officer may arrange for the complaint to be considered by an appropriate independent third-party such as the Resolution Institute, the national association of dispute resolvers, as an appropriate third party. Head Office details as follows:

Free call: 1800 651 650

- Email: infoaus@resolution.institute
- Website: <https://www.resolution.institute>
- **Students may also contact** the National Training Complaints Hotline on 13 3873 or by following the complaint process for the Hotline at <https://www.dewr.gov.au/national-training-complaints-hotline>

You will not be penalised or disadvantaged for lodging a complaint or appeal in good faith.

The full Feedback and Complaints Management Policy and Procedure and Appeals Policy and Procedure are available on the website.

SECTION 11: SERVICE GUARANTEE AND CONSUMER PROTECTION

Iona Columba College is committed to providing high-quality training and assessment services in line with its contractual and ethical obligations to students. This section outlines the College's guarantees regarding the delivery of training and assessment, your rights as a consumer under Australian law, and the procedures in place if agreed services change or cannot be fulfilled. It is important that you understand these protections and how they apply throughout your enrolment.

GUARANTEE OF SERVICE

Iona Columba College is committed to completing the outlined training and assessment once students have commenced their study and to meeting all of its student responsibilities.

In the unlikely event that Iona Columba College is unable to commence or complete the course, it will, if possible, arrange for the agreed training and assessment to be completed through another RTO (Fees may be incurred).

Prior to the transfer to another RTO, affected students will be formally notified of the arrangements, and an agreement to those arrangements, including any refund of fees, will be obtained. If transfer is not possible, Iona Columba College will provide a refund of any unused portion of the fee.

CHANGES TO AGREED SERVICES

Iona Columba College is committed to keeping students fully informed of any changes to the services initially agreed at enrolment. In accordance with the Standards for RTOs 2025, students will be notified in writing within 10 business days if there are any changes to:

- The ownership or legal entity of the RTO
- The delivery of training and assessment, including the use of new or existing third-party arrangements
- The discontinuation, cancellation, or closure of the RTO or a training product in which the student is enrolled

Students will receive formal notification outlining the nature of the change, how it may affect their enrolment, and what options are available. Where required, appropriate arrangements will be made to minimise disruption to the student's training. Where applicable, students will be given the opportunity to appeal or seek further clarification before any changes are implemented.

CONSUMER RIGHTS & STATUTORY COOLING OFF PERIOD

Under the Australian Consumer Law, most products and services bought in Australia come with automatic guarantees that it will work and do what you paid for. Businesses must provide these automatic guarantees regardless of any other warranties they give to you or sell you. If

a business fails to deliver any of these guarantees, you have consumer rights for:

- repair, replacement or refund
- cancelling a service
- compensation for damages and loss.

See the NSW Fair Trading website for specific information on guarantees, contracts and warranties as it applies in NSW. <https://www.fairtrading.nsw.gov.au/buying-products-and-services/guarantees,-contracts-and-warranties/contracts>

Please also see the information in this Student Handbook on

- Complaints and appeal policy and procedure.
- Fees and refund policy.

The Standards for Registered Training Organisations require a person to be informed of their right to a statutory cooling off period. A statutory cooling off period is defined within the Australian Consumer Law which was introduced in 2011. 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 tactic 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. All students are recommended to refer to the [Australian Consumer Law, Sales Practices Guide](#) for further details about a statutory cooling off period and our general obligations for consumer protection during the enrolment process.

It must be noted that Iona Columba College does not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period is not likely to be applicable to our learners who have enrolled into a program. For refund option in other circumstances, learners must refer to the refund policy.

SECTION 12: FEEDBACK AND CONTINUOUS IMPROVEMENT

At Iona Columba College, we believe that student feedback is essential to improving the quality of our training, assessment, and support services. Your input helps us to understand what is working well and where we can do better.

STUDENT FEEDBACK OPPORTUNITIES

You will have several opportunities to provide feedback throughout your training, including:

- Orientation surveys
- Mid-course check-ins
- End-of-course evaluations
- Work placement feedback (if applicable)
- Ad hoc or informal conversations with your trainer or support staff

Feedback can be provided anonymously if you prefer, and we encourage open and honest responses.

At the completion of your training program, you will be issued with a Learner Engagement Survey. This is a nationally consistent survey tool which is designed to collect feedback from students about their experience with an RTO and in undertaking nationally recognised training.

HOW FEEDBACK IS USED TO IMPROVE SERVICES

Feedback is reviewed regularly by trainers, management, and quality assurance staff to:

- Identify areas where improvements are needed
- Inform changes to course delivery, resources, or support
- Recognise excellence in teaching and student support
- Monitor student satisfaction and outcomes over time
- Meet our compliance obligations under the Standards for RTOs 2025

We may also use aggregated feedback as part of our internal audits, validation processes, and annual self-assessment.

If you raise a concern through feedback that requires action, and your name is known, we will follow up directly wherever possible.

Your voice matters — thank you for helping us deliver quality training.

SECTION 13: FEES AND REFUNDS

Iona Columba College charges fees for items or services provided to students undertaking a course of study. These charges are generally for items such as course materials or textbooks, amenities fees and training and assessment services.

Details of fees and charges are available on the fees schedule on the course brochures.

All students are issued with an invoice prior to enrolment clearly stating the full cost of the course relevant to them. This invoice will itemise fees including tuition fees, administration fees and amenities fees. Iona Columba College does **not** collect more than \$1500 in advance from students prior to enrolment.

METHOD FOR PAYMENT OF FEES

Iona Columba College accepts payment for fees using:

- Credit Card
- Electronic Funds Transfer (account details available on request)

REFUNDS

Iona Columba College undertakes to ensure that it provides financial safeguards for fees, charges and subsidies received from all students and training service clients. We ensure that all fees and charges paid are recorded in the appropriate manner so as to guarantee financial integrity.

Iona Columba College takes a fair and reasonable approach to refunds. The table below details a range of scenarios and the refunds available. You need to apply for a fee refund in writing. You may obtain a Refund Request form from Student Support or access online.

Situation	Refund
Short Courses – 1 or 2 days duration	
Withdrawal <u>before</u> Course Commencement Date ▪ If the student cancels in writing 5 or more business days before the course starts ▪ If the student in writing cancels less than 5 business days before the course starts	100% refund of paid tuition fees No refund
Qualifications and courses that are longer than 5 days	
Withdrawal <u>before</u> Course Commencement Date ▪ If the student cancels in writing 14 or more business days <u>before</u> the course starts ▪ If the student cancels in writing <u>less than</u>	100% refund of paid tuition less non-refundable fees, where applicable 50% refund of paid tuition less non-

14 business days before the course starts	refundable fees, where applicable
Course Transfers:	
This applies to all courses and qualifications	
If the student requests a transfer in writing, <u>5 or more</u> business days, before the course starts	First transfer: No charge Subsequent transfers: 50% of course fee is charged
If the student requests a transfer in writing, <u>less than 5 days</u> , before course starts	50% of course fee is charged
Student wishing to transfer to another date or course	Transfer once at no cost. Subsequent transfers will incur an additional 50% of course fee

General	
This applies to all courses and qualifications	
If the student cancels after course commencement date	No refund of paid tuition fees
Written notification of withdrawal received after commencement	No refund of paid tuition fees
Student has overpaid & has documentation to support overpayment	Full refund of overpaid monies
Student has paid monies and the course is unavailable to commence	Full refund of all course fees paid
Cancellation of a course by the RTO (including closure of RTO)	Full refund of all course fees paid

SECTION 14: GLOSSARY OF TERMS

This glossary explains key terms used in this Handbook and in vocational education and training. Understanding these terms can help you navigate your learning journey more confidently.

Term	Meaning
AQF (Australian Qualifications Framework)	A national policy that outlines the levels of educational qualifications in Australia, including Certificates I–IV, Diplomas, and Degrees.
Assessment	The process of collecting evidence to determine whether a student is competent against the requirements of a unit of competency.
ASQA (Australian Skills Quality Authority)	The national regulator for vocational education and training providers in Australia.
Competency	The consistent application of knowledge and skill to the standard of performance required in the workplace.
Credit Transfer (CT)	Recognition of equivalent units previously completed at another registered provider, reducing the need to repeat learning.
Enrolment	The process of applying for, and being accepted into, a course with an RTO.
Support Plan	A formal support plan developed to assist students who are at risk of not successfully completing their training.
Plagiarism	Presenting another person's work or ideas as your own without proper acknowledgment — a breach of academic integrity.
Recognition of Prior Learning (RPL)	A process that assesses your existing skills and knowledge (gained through work or life experience) against course requirements.
Registration Code	The unique number assigned to Iona Columba College when it was registered as a training provider by ASQA. Replaces “RTO Code” in 2025.
Statement of Attainment	A certificate issued for successful completion of one or more units of competency that do not make up a full qualification.
Trainer and Assessor	A qualified person who delivers training and conducts assessments for students enrolled in nationally recognised training.
USI (Unique Student Identifier)	A mandatory student number for anyone enrolled in nationally recognised training. It allows you to access your training records online.
Work Placement/ Work Integrated Learning (WIL)	A structured, supervised experience in a real or simulated workplace, undertaken as part of your course requirements.