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Welcome

Congratulations on deciding to undertake TESOL training with International TESOL College. We provide the highest quality professional services. This means that the trainers conducting our TESOL programs are very highly qualified and have extensive experience both in Australia and in other countries.

Entry requirements

If you are not a native speaker, to be accepted into the Certificate III in TESOL you need to have an IELTS score of at least 5 (or equivalent result from TOEIC/TOEFL, or pass the International TESOL College entry test). However, you must achieve an IELTS score of 6 (or equivalent test result) before your Certificate III in TESOL can be issued.

You may enrol in the Certificate IV in TESOL if you have achieved an IELTS score of 5.5 (or equivalent result from TOEIC/TOEFL) but you must achieve an IELTS score of 6 (or equivalent test result) before your Certificate IV in TESOL can be issued.

Responsibilities of students

As a student you will be required to:

- Read all relevant course and training information
- Advise your trainer if you have previous skills and knowledge
- Attend all training sessions and participate as required
- Meet with your trainer to review progress
- Hand in all assessment tasks as per requirements
- Ensure all work is your own
- Retain evidence of your assessments and any other documents in your portfolio
- Discuss any concerns regarding the training course, session activities and your ability to learn with your trainer
- Participate in course evaluation and provide feedback

Study requirements

You will be expected to attend class for ten (10) hours per week plus spend around five (5) hours extra on self-paced study and/or pre-reading activities.

Attendance

Because of the intensive nature of the course it is necessary that you attend every class and demonstration lesson. If, because of illness, you are unable to attend a class, you must inform your trainer as soon as possible.

Recognition of Prior Learning or Current Competencies (RPL)

If you believe you already have the necessary skills and competencies you can apply for RPL. A comprehensive application for RPL kit is available upon request. You will be required to provide documentation to support your application. Your application will be assessed and you will be notified in writing of the result.



Student orientation

At the beginning of your course you will have an orientation/registration session and you will be given full information regarding:

- the course program and delivery methods
- your responsibilities
- assessment methods and due dates

Student support

Your trainer will be happy to give you additional support if you need it to complete your studies.

Contact with trainer

Your trainer will contact you regularly via email so you are expected to check your email account regularly and respond when you are requested to do so.

Complaints and appeals processes

You have the right to submit a complaint or appeal, preferably in writing, if they feel they have not been treated fairly in any way. Complaints are welcomed as a way of ensuring that we overcome problems, and have the opportunity to improve the operation and delivery of our training programs.

- A complaint or appeal may be lodged in person or in writing and we will conduct an investigation, assess the situation and take appropriate action.
- If you are dissatisfied with any academic decisions you should submit your complaint or appeal in writing to The Director of Studies within seven (7) days of the assessment.
- The Director of Studies will conduct an investigation within seven (7) days of receiving the complaint or appeal in writing, assess the situation and take appropriate action to resolve the situation.
- You will be notified of the outcome of the complaint or appeal within fourteen (14) days.

Assessments – extensions and resubmits

If your first assessment submission is not sufficient then you may re-submit your assessment a second time. If you do not complete the assessments satisfactorily on your second attempt you will need to pay a reassessment fee.

If you are unable to complete your assessments on time, you may apply in writing for an extension. However, you should be aware that extensions will only be granted in extreme circumstances and will only be for a maximum of two (2) weeks.

Certificates awarded

On successful completion of all the requirements of the course you will be issued with a Certificate III or IV in TESOL and a transcript of all the units you successfully completed. If you are unable to achieve the full qualification, you will be issued with a Statement of Attainment with a list of the units you completed successfully.



Privacy policy

International TESOL College acknowledges the importance you attach to information that identifies you (personal identifiers such as name, address, date of birth, email address). We are committed to protecting and managing the personal information you choose to share with our organisation.

Through providing this information, we seek to ensure that you will be able to deal with our organisation in full confidence that your personal information will only be used by us in the ways we have described to you, that it will be held securely, and when there is no longer any legitimate purpose in retaining such information it will be disposed of appropriately

Refund policy

All of our assessment courses attract fees which are charged directly to the participant or to the participant's employer as arrangements are made with each client. This is dependent upon the contractual terms signed by all relevant parties.

Course fees are paid in advance. Due to the small numbers being enrolled into each course and the shortness in length of the course it is not expected that students will withdraw. However, should a student decide to leave the course once it has commenced, they can apply for a refund and each case will be assessed individually by the Principal.

Harassment and discrimination policy

We are required under Australian law to ensure that we provide a workplace that is free from all forms of harassment and discrimination (including victimisation and bullying) so that staff and participants feel valued, respected and are treated fairly.

We will ensure that all of our staff understand their roles and responsibilities in creating such a workplace, by a process of communication, mentoring and by setting the expected behavioural example. All of our staff are aware of the processes and procedures for addressing any form of alleged harassment or discrimination.

Staff are aware and participants should be aware of the following definitions:

Bullying - is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

Confidentiality - refers to information kept in trust and divulged only to those who need to know.

Discrimination - is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender, history, impairment, age or sexual orientation. Victimisation is also treated as another form of discrimination.

Harassment - is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed.

Racial harassment - occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

Sexual Harassment - is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

Victimisation - is punishing or treating an individual unfairly because they have made a complaint, or are believed to have made a complaint, or to have supported someone who has made a complaint

Specific principles

- All staff and participants have a right to work in an environment free of any form of harassment and discrimination,
- All reports of harassment and discrimination are to be treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated,
- When a staff member is informed of any harassment or discrimination they have the responsibility to take immediate and appropriate action to address it,
- In dealing with all complaints, the rights of all individuals should be respected and confidentiality maintained,
- Whenever possible, all complaints should be resolved by a process of discussion, cooperation and conciliation.
- Both the person making the complaint, and the person against whom the complaint has been made, will receive information, support and assistance in resolving the issue,
- Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised,
- Staff and participants should not make any frivolous or malicious complaints. All staff and participants are expected to participate in the complaint resolution process in good faith.

Legislative requirements

We are subject to a range of legislation related to training and assessment as well as general business practice including matters such as your safety, privacy, and rights to name a few.

There are also a number of legislative requirements that you will be made aware of throughout your course.

This legislation is continually being updated and all staff are made aware of any changes through our internal improvement processes. If you want to view current legislation follow the links by clicking on the heading below.



The legislation that particularly effects your participation in Vocational Education and Training includes:

Commonwealth Legislation

- Age Discrimination Act 2004
- Copyright Act 1968
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Human Rights and Equal Opportunity Commission Act 1986
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act (2001) including the National Privacy Principles
- Skilling Australia's Workforce Act 2005

State Based Legislation (Queensland)

- Fair Trading Act 1989 (advertising and marketing)
- Vocational Education, Training and Employment Act 2000 (VET practice and RTO management)
- Workplace, Health and Safety Act 1995 and Regulations (2008)

Occupational Health and Safety Policy

The Workplace, Health and Safety Act 1995 describes the duty of care we have to provide a safe and healthy working environment for our employees and our duty of care to take reasonable care for the health and safety of others within the work place. This includes the provision of:

- a workplace that is safe to work in, with working procedures that are safe to use,
- adequate staff training including topics such as safe work procedures,
- properly maintained facilities and equipment,
- a clean and suitably designed workplace.

The following procedures and standards must be observed to help achieve a safe working and learning environment:

- Maintain a safe, clean and efficient, working environment
- Implement procedures and practices, in a variety of situations, in accordance with State and Local Government Health regulations
- Store and dispose of waste according to health regulations
- Clean walls, floor and working surfaces to meet health and safety standards
- Check all equipment for maintenance requirements
- Refer equipment for repair as required
- Store equipment safely
- Identify fire hazards and take precautions to prevent fire
- Maintain safe lifting and carrying techniques
- Ensure student safety at all times
- Recognise and report all unsafe situations
- Display first aid and safety procedures for all staff and participants to see
- Report any identified health and safety hazard to the appropriate staff member as required.