



Student Handbook

2024

Contents

About Us	3
RTO Contacts	3
Course Information	3
USI requirements	5
Fees, Charges and refund arrangements	6
Recognition of Prior Learning	7
National Recognition	7
Credit transfer	7
Student Support	8
Child Safety and Wellbeing Policy	9
Complaints and Appeals	10
Legislation related to your enrolment	11
Conducting Assessment and Recording Results	12
Accessing your Records	12
Issuing Certification	12

Document	Student Handbook	Date of Issue	03/08/2023
Approved by	Robyn Bartley PEO	Version	1.2
© Inspiring Training Academy Pty Ltd TOID No: 22728		Page	2 of 13

About Us

Thank you for choosing to study your VET program with Inspiring Training Academy Pty Ltd

We are a Registered Training Organisation (RTO)

Only RTOs can:

- deliver nationally recognised courses
- deliver accredited Australian Qualifications Framework (AQF) VET qualifications
- apply for Australian, state and territory funding to provide VET.

As an RTO, we are required to meet a range of quality standards that are regulated by the Victorian Registration & Qualifications Authority (VRQA)

RTO Contacts

Position	Staff Member	Phone Number	Email Address
RTO PEO	Robyn Bartley	03 9720-1272	robyn@inspiringbeauty.com.au
Compliance Manager	Robyn Bartley	03 9720-1272	robyn@inspiringbeauty.com.au
Training Manager	Natalie Stevens	03 9720-1272	natalie@inspiringbeauty.com.au
VDSS Coordinator	Natalie Stevens	03 9720-1272	natalie@inspiringbeauty.com.au
Trainer/Assessor (beauty stream)	Robyn Bartley	03 9720-1272	robyn@inspiringbeauty.com.au
Trainer/Assessor (beauty stream)	Natalie Stevens	03 9720-1272	natalie@inspiringbeauty.com.au
Trainer/Assessor (Hair stream)	Brodie Kleesh	03 9720-1272	brodie@inspiringbeauty.com.au
General inquiries	Office administration	03 9720-1272	info@inspiringbeauty.com.au

Course Information

You can find information about our courses via our marketing flyers available on our website.

These brochures will provide you information on:

- the Qualification title and Code
- estimated duration
- Pre entry requirements
- expected locations at which it will be provided
- expected modes of delivery
- name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on the RTO's behalf
- any work placement arrangements.

If you require further information, please make an appointment with the VDSS course coordinator by calling 03) 9720-1272

Document	Student Handbook	Date of Issue	03/08/2023
Approved by	Robyn Bartley PEO	Version	1.2
© Inspiring Training Academy Pty Ltd TOID No: 22728		Page	3 of 13

RTO Requirements

It is important that you consider all the information about the training product to ensure it is appropriate to meeting your needs using your existing skills and competencies.

It is important to know, that before you undertake any training and assessment, our RTO requires you to complete the following tasks:

	Task	Why?
1	Provide your Unique Student Identification Number	As your education and training provider, we need to collect and verify your USI. To help us do this, you can give us access to view and/or update your USI account and view your VET transcript. Providing access to your USI account and VET transcript will help us process your enrolment and any credit transfers or national recognition applications
2	Complete a pre-training review	It's important that we ensure you meet the course entry requirements and have the appropriate skills (such as language, literacy and numeracy) to undertake training and assessment. It's also important that we meet your needs using your existing skills and competencies.
3	Complete an enrolment form	All registered training organisations (RTOs) are required to report all nationally accredited training activity. We do this via AVETMISS reporting. AVETMISS stands for the Australian Vocational Education and Training Management Information Statistical Standard. It is a national data standard which ensures the consistency and accuracy of vocational education and training (VET) information
4	Provide us details of any training and assessment you have completed prior.	Students must not be required to repeat any unit or module in which they have already been assessed as competent, unless a regulatory requirement or licence condition (including an industry licensing scheme) requires this. If you provide suitable evidence you have successfully completed a unit or module at any RTO, we must provide credit for the unit or module.

We are responsible for providing you with quality training and assessment that can lead to issuance of the AQF [Australian Qualifications Framework] certification documentation if you successfully complete all the assessment requirements

Your rights as a student at Inspiring Training Academy Pty Ltd

- You have the right to learn in a safe environment
- You have the right to submit a compliant and/or appeal and have that complaint or appeal investigated and acted upon.
- You have the right to opt out of our marketing consent and refuse the right to use your image or testimonials in our marketing. (this is located on the enrolment form)

Document	Student Handbook	Date of Issue	03/08/2023
Approved by	Robyn Bartley PEO	Version	1.2
© Inspiring Training Academy Pty Ltd TOID No: 22728		Page	4 of 13

Student Handbook

- Be informed on the implications for government training entitlements and subsidy arrangements in relation to your selected course.
- You have the right to apply for a refund. See our refund policy for full details
- You will be formally informed of changes to the status of the RTO if they affect the services we provided you.
- You have a right to access your training records at any time

Your Obligations

- You must meet the entry requirements for your chosen course
- You must complete all assessments assigned and be deemed competent in all units before a full qualification certification documentation will be issued.

USI requirements

A student's unique student identifier (USI) is a mandatory component of Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) enrolment and competency issuance data.

If you need to create a USI, you can do so via this website: <https://www.usi.gov.au/students/get-a-usi>

Sharing your USI with training or education providers

As your education and training provider, will need to collect and verify your USI. To help us do this, you can give us access to view and/or update your USI account and view your VET transcript. Providing access to your USI account and VET transcript will help us process your enrolment and any credit transfers or national recognition applications

You can provide us access via the following link: <https://www.usi.gov.au/students/give-provider-access>

USI Privacy Notice

We are committed to ensuring the proper handling of your personal information in accordance with the Privacy Act 1988 ('Privacy Act'). We are an 'APP entity' that must comply with the Australian Privacy Principles (APPs) which are set out in Schedule 1 of the Privacy Act. The Privacy Act and APPs regulates how entities must collect, use, disclose and hold personal information, and how people may access and correct their personal information.

For further information, please access the USI privacy statement provide in your enrolment pack or the USI website at www.usi.gov.au

Document	Student Handbook	Date of Issue	03/08/2023
Approved by	Robyn Bartley PEO	Version	1.2
© Inspiring Training Academy Pty Ltd TOID No: 22728		Page	5 of 13

Fees, Charges and refund arrangements

Fees and Charges are dependent on the type of program you are undertaking, for example

VDSS	SBAT
<p>Tuition: Individual students are not charged tuition fees from Inspiring Training Academy.</p> <p>Inspiring Training Academy enter into a contract with your secondary school that includes terms of payments. Your school may or may not require you to pay a fee to do your VET program, this is to the discretion of your school.</p> <p>Materials: Since the introduction of the VDSS VET Materials Funding, VDSS students are no longer charged for their course material fees, this is now also at the cost of the school. All materials remain the property of the RTO. If, however, students would like to purchase additional or alternative items, including the Inspiring Training Academy Uniform, this is at the student's own cost.</p>	<p>Individual students are charged fees from Inspiring Training Academy.</p> <p>The following fees are payable in full but will be via an Ezypay payment plan over the duration of the course.</p> <ul style="list-style-type: none"> • Tuition fees • Material fees <p>You will be provided with a tax invoice with your fees in details.</p> <p>All enrolments are required to pay a deposit to secure their enrolment.</p>

Refunds

VDSS	<p>Schools are able to cancel their VET purchasing contract with Inspiring Training Academy by giving 30 days' notice. Fee and Charges, including refund arrangements are specified in the VET purchasing contracts.</p> <p>There are no refunds to individual students as Inspiring Training Academy do not charge individual students.</p>
SBAT	<p>Students who give notice to cancel their enrolment 10 business days or more prior to the commencement of a program, will be entitled to a full refund of fees paid. Students who give notice to cancel their enrolment within the 10 business days prior to commencement of a program will be entitled to refund of fees paid, minus an administration fee.</p> <p>Students who cancel their enrolment after a training program has commenced will not be entitled to a refund of any fees paid in advance. Students are entitled to refunds when we fail to fulfill service agreement and fees are refunded under our guarantee to clients.</p>

Recognition of Prior Learning

RPL is an assessment process that assesses an individual's non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a qualification.

Please refer to our policy located on our website.

National Recognition

Is recognition by an RTO of the AQF qualifications and statements of attainment issued by all other RTOs, thereby enabling national recognition of the qualifications and statements of attainment issued to any person. Recognition by each state and territory's registering body of the training organisations registered by any other state or territory's registering body and of its registration decisions. Recognition by all state and territory course-accrediting bodies and registering bodies of each other's accredited courses and accreditation decisions.

Credit transfer

Credit transfer assesses the initial course or subject that an individual is using to claim access to, or the award of credit in, a destination course. The assessment determines the extent to which the client's initial course or subject is equivalent to the required learning outcomes, competency outcomes, or standards in a qualification. This may include credit transfer based on formal learning that is outside the AQF.

Please refer to our policy located on our website.

Document	Student Handbook	Date of Issue	03/08/2023
Approved by	Robyn Bartley PEO	Version	1.2
© Inspiring Training Academy Pty Ltd TOID No: 22728		Page	7 of 13

Student Support

Students undertake a pre training review to determine their support needs. Students can also self-declare on their enrolment form any support requirements they may have. This information will be recorded in the student's file for training staff to access in order to be able to provide the appropriate support structures in the classroom and/or outside of the classroom.

For general learning difficulties, the assessors can also help students access the following programs.

<p>Text to Speech Natural Reader is a professional text to speech program that converts any written text into spoken words.</p>	<p>https://www.naturalreaders.com/online/</p>
<p>Speech to Text Dictation accurately transcribes your speech to text in real time</p>	<p>https://dictation.io/</p>
<p>Recognised difficulties in studying and learning</p>	<p><u>Effective Study skills</u> A useful quick overview of study skills www.adprima.com/studyout.htm</p> <p><u>How to Study</u> A large directory to study skills websites, including how to study in specific subject areas. www.howtostudy.org</p> <p><u>Study Guides and Strategies</u> A wide ranging overview of the skills needed at all stages of learner life. www.studygs.net</p>

Inspiring Training Academy also offers students informal support by means of the messaging system available on RTOData Cloud, a student Facebook group for current students, email and have an 'open-door' policy. All support contact is recorded on the student's file and where necessary for the student's well-being or the well-being of others, may be reported to the liaison officer of the student's secondary school and/or the student's parent.

There are several organisations that provide much of the support and education for people with mental illness and their families and carers throughout Australia.

Some of the main groups are listed below.

<p>Beyond Blue <i>Anyone feeling anxious or depressed</i></p> <p>beyondblue.org.au 1300 22 4636</p>	<p>Kids Helpline <i>Counselling for young people aged 5 to 25</i></p> <p>kidshelpline.com.au 1800 55 1800</p>
<p>MensLine Australia <i>Men with emotional or relationship concerns</i></p> <p>mensline.org.au 1300 78 99 78</p>	<p>Open Arms <i>Veterans and families counselling</i></p> <p>openarms.gov.au 1800 011 046</p>
<p>Lifeline <i>Anyone having a personal crisis</i></p> <p>lifeline.org.au 13 11 14</p>	<p>Suicide Call Back Service <i>Anyone thinking about suicide</i></p> <p>suicidecallbackservice.org.au 1300 659 467</p>

Inspiring Training Academy also provide students with the opportunity to feedback to the academy any thoughts or ideas on some of the needs of the current students. This will be conducted via a focus group on a 12 monthly basis, generally towards the end of the calendar year so all suggestions can be taken into account during the planning stage for the following year.

This information will be collated and recorded along with the student satisfaction surveys. Any actions taken from these focus groups will be reviewed in the next 12 monthly focus group to assess the outcomes of the actions to deem their success.

Child Safety and Wellbeing Policy

Inspiring Training Academy Pty Ltd (ITA) is committed to providing a safe environment for all staff and students. A part of this commitment is to understand and work within the Child Safety Standards as set out by the Child Wellbeing and Safety Act 2005 and the VRQA Guideline 6.

As part of ITA’s commitment to child safety we will not tolerate child abuse or harm.

This Child Safety and Wellbeing Policy includes how ITA will achieve its commitment to child safety and other child safety objectives including:

- zero tolerance for child abuse
- actively work to listen to and empower children
- have systems to protect children from abuse, and will take all allegations and concerns very seriously and responds to them consistently in line with the organisation’s policies and procedures
- is committed to promoting cultural safety for Aboriginal children, cultural safety for children from culturally and/or linguistically diverse backgrounds, and to providing a safe environment for children with a disability.

Please refer to our policy located on our website.

Document	Student Handbook	Date of Issue	03/08/2023
Approved by	Robyn Bartley PEO	Version	1.2
© Inspiring Training Academy Pty Ltd TOID No: 22728		Page	9 of 13

Complaints and Appeals

Inspiring Training Academy Pty Ltd take complaints and appeals from its stakeholders seriously. Inspiring Training Academy Pty Ltd follow a complaints and appeals process to provide a clear understanding of the steps involved to ensure all complaints and appeals are handled professionally and confidentially to achieve a speedy resolution.

The Complaints and Appeals process is open to all stakeholders. A complaint may be received about, but not limited to;

- Inspiring Training Academy Pty Ltd conduct
- Inspiring Training Academy Pty Ltd trainers and assessors and other staff.
- a third-party providing services on Inspiring Training Academy Pty Ltd behalf, it's trainers, assessors or other staff; or
- a student of the RTO.

An appeal may be received about a decision, including an assessment decision, made by Inspiring Training Academy Pty Ltd or a third-party providing services on their behalf.

All students will be provided with a copy of the Complaints and Appeals Policy and Process via the student VET handbook and is also available on the ITA website to ensure:

- all parties have a clear understanding of the steps involved in the Complaints and Appeals Policy
- students are provided with details of external authorities if required
- all complaints and appeals are managed fairly and equitably and as efficiently as possible

Inspiring Training Academy Pty Ltd will encourage the parties to approach a complaint or appeal with an open view and to attempt to resolve problems through discussion and conciliation.

A complaint or appeal must be submitted in writing on the Complaints and Appeals Form. Inspiring Training Academy Pty Ltd will act on and begin investigating each complaint or appeal within 10 working days.

Each complainant/appellant will have an opportunity to formally present his or her case and be represented by a third party. Each complainant/appellant will be provided with a written statement of the outcome including reasons for the decision reached within 60 calendar days of the complaint/appeal being made. If Inspiring Training Academy Pty Ltd needs more time to resolve the issue, Inspiring Training Academy Pty Ltd will write to the complainant/appellant and explain why.

If after exhausting Inspiring Training Academy Pty Ltd complaints and appeals process a complainant/appellant is still not satisfied with the outcome, Inspiring Training Academy Pty Ltd will engage a third party mediator. The cost is to be split 50/50 by Inspiring Training Academy Pty Ltd and the complainant/appellant.

If complainant/appellant is still not satisfied with the independent third-party mediator, the complaint can be lodged with the VRQA.

Each complaint or appeal and its outcome will be recorded in writing, discussed at Inspiring Training Academy Pty Ltd management meeting and filed in the continuous improvement register.

Document	Student Handbook	Date of Issue	03/08/2023
Approved by	Robyn Bartley PEO	Version	1.2
© Inspiring Training Academy Pty Ltd TOID No: 22728		Page	10 of 13

Student Handbook

Legislation related to your enrolment

The following legislation is relevant to your enrolment. We need to comply with this various legislation to ensure we provide a safe and inclusive environment for learning and assessment, we protect your rights as a consumer and most of all, ensure the QUALITY of learning and assessment is at a high standard to ensure you leave your course at the national standard requirement.

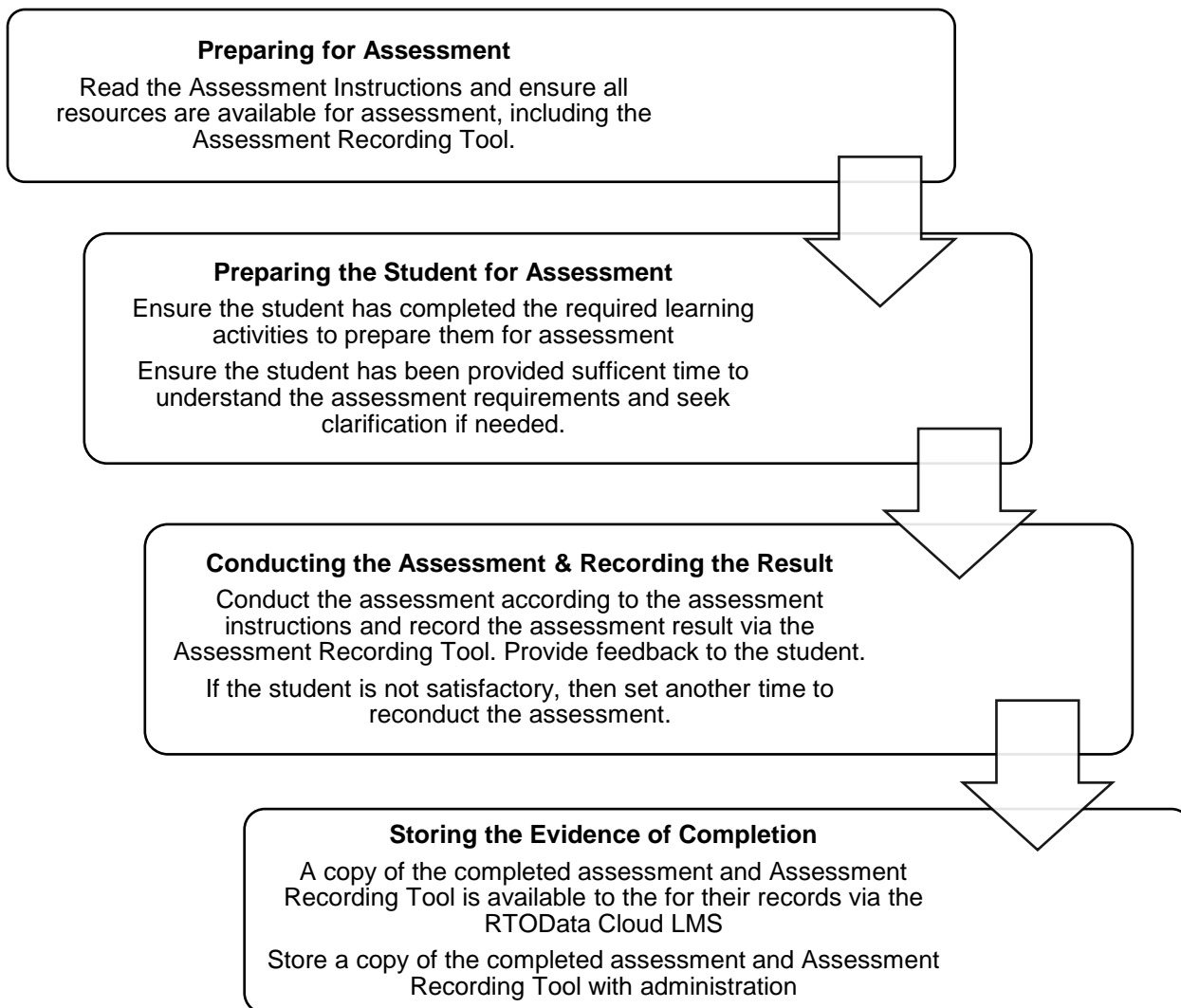
- Education and Training Reform Act 2006 and Education and Training Reform Regulations 2017
- Child Wellbeing And Safety Act 2005
- Student Identifiers Act 2014
- Privacy Act 1988 and Australian Privacy Principles (2014)
- Work Health and Safety Act. 2011
- Competition and Consumer Act 2010
- Anti-Discrimination Laws:
 - Age Discrimination Act 2004
 - Disability Discrimination Act 1992
 - Racial Discrimination Act 1975
 - Sex Discrimination Act 1984
 - Disability Standards for Education 2005
- Fair Work Act 2009
- Copyright Act 1968

For more information about legislation and how it affects your enrolment, please contact the RTO manager.

Document	Student Handbook	Date of Issue	03/08/2023
Approved by	Robyn Bartley PEO	Version	1.2
© Inspiring Training Academy Pty Ltd TOID No: 22728		Page	11 of 13

Conducting Assessment and Recording Results

Our Assessors will follow the following process when preparing you for your assessment



Accessing your Records

You can access your training records at any point in time during your enrolment. This includes your progress in your learning and assessment. Please ask your assessor and they will provide your current progress within 7 days. If you need to access records such as enrolment form etc or update your information, please contact the RTO manager.

Issuing Certification

We issue AQF [Australian Qualifications Framework] certification documentation only to a student whom it has assessed as meeting the requirements of the training product as specified in the relevant training package.

Successful students will receive their certification documents within 30 calendar days of the learner being deemed competent, providing all fees owed has been paid and you have provided a valid USI.

Students will be required to complete a Course Completion Form to request their certificate and hand into their trainer.

Document	Student Handbook	Date of Issue	03/08/2023
Approved by	Robyn Bartley PEO	Version	1.2
© Inspiring Training Academy Pty Ltd TOID No: 22728		Page	12 of 13

The staff at Inspiring Training Academy are excited to have you join us, we are here to help and guide you through this journey and we encourage you to reach out at anytime, but most of all

HAVE FUN 😊



Document	Student Handbook	Date of Issue	03/08/2023
Approved by	Robyn Bartley PEO	Version	1.2
© Inspiring Training Academy Pty Ltd TOID No: 22728		Page	13 of 13