

# STUDENT HANDBOOK

A better future  
starts here

Version 7.0



**IRRIGATION  
AUSTRALIA**

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# MISSION STATEMENT

## Our Mission

As the national representative body of the Australian irrigation industry, Irrigation Australia will:

- **Provide value and service for its members**
- **Be the prime source of irrigation-related knowledge for all stakeholders**
- **Provide professional development for the irrigation industry supporting economic sustainability in Australia**

We are committed to leading the irrigation industry into the future by providing and facilitating education and certification programs that improve industry standards and provide practical solutions for the efficient use of water in irrigation.

## Our Vision

To lead the Australian irrigation industry.

Irrigation Australia has been servicing the irrigation industry as the peak body since 1983 and we continue to grow stronger and seek out more opportunities with the goal of increasing the value and benefits for our members.

## Our Strategic Plan

To download a copy of our 2020 – 2022 Strategic Plan Snapshot, click on the following link:

STRATEGIC PLAN SNAPSHOT

"IT IS NOT THE QUANTITY OF WATER APPLIED TO A CROP; IT IS THE QUANTITY OF INTELLIGENCE APPLIED WHICH DETERMINES THE RESULT - THERE IS MORE DUE TO INTELLIGENCE THAN WATER IN EVERY CASE"

*Reference:*

*Alfred Deakin (2nd Prime Minister of Australia) in 1890 quoted during a speech to a conference of 'Irrigationists'.*

# Welcome to Irrigation Australia Training



Geoff Harvey

National Training,  
Certification & Marketing  
Manager, Irrigation Australia

I am pleased to welcome you to Irrigation Australia Training, and we thank you for choosing Irrigation Australia as your preferred training provider.

Our aim, as the peak body for irrigation in Australia, is to help train and supply the industry with duly qualified people and provide opportunities for young and experienced people to grow their professional career in this exciting industry.

Irrigation Australia established the [Centre of Irrigation Excellence \(COIE\)](#) in 2017 providing an opportunity for employers/employees and students seeking a career in the irrigation industry and wanting to enhance professional development and skills. A key objective of the Centre of Irrigation Excellence is to increase the range and standard of irrigation skills in Australia.

In 2020 Irrigation Australia established a network for Young Irrigation Professionals group to provide a platform for young professionals to participate and discuss issues pertaining to irrigation. Information on this can be found on our website [www.irrigationaustralia.com.au](http://www.irrigationaustralia.com.au)

We acknowledge the support of our COIE sponsors who assist us in delivering professional training across the irrigation industry sector to all parts of Australia – they are:

Advanced Industrial Products; Brown Brothers Engineers; Hunter Industries; IPEX Pipelines; Isuzu Engines; Netafim Australia; Nelson Australia; Philmac, Vinidex; Toro Australia and Valmont Irrigation

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# INTRODUCTION

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Irrigation Australia Ltd was founded in 2007, following the merger of ANCID and the Irrigation Association of Australia (IAA). ANCID was the Australian representative of the International Commission on Irrigation and Drainage (ICID). Irrigation Australia is Australia's peak national organisation representing the Australian irrigation industry in all sectors from water users, consultants, designers and installers through to education institutions, government, manufacturers and retailers. Irrigation Australia was instrumental in the development of irrigation qualifications such as the trade level Certificate III in Irrigation Technology (AHC2419) and Certificate IV in Irrigation Management (AHC41119).

In 2007 Irrigation Australia Ltd became a Registered Training Organisation (RTO 91313) operating as **Irrigation Training Australia** in order to make irrigation qualifications more accessible to the industry.

Our approach to training is to combine industry expertise and knowledge with experienced training professionals to ensure that all students are provided with the best possible outcomes from the training. The professional and friendly atmosphere created by the trainers will encourage you to make friends in the industry while learning, benefiting you in your everyday workplace.

## STUDENT HANDBOOK

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This Participant Handbook has been written to provide you with important information about undertaking courses and professional development programs with us. Here you will find information about your rights and responsibilities as a Participant and our obligations as a Registered Training Organisation, as well as information about our processes and how to access our services.

Please take the time to read this Handbook and ask one of our team members if there is anything you are unsure about.

# OUR CONTACT DETAILS

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## Head Office:

Irrigation Australia  
Unit 11/58 Metroplex Avenue  
Murarrie  
BRISBANE, QLD, 4172  
(PO Box 13, Cannon Hill, QLD 4170)

## Perth Office:

1<sup>st</sup> Floor, Unit 2  
26 Hammond Rd  
Cockburn Central  
PERTH WA 6164  
(PO Box 3401, Success, WA, 6964)  
T. (08) 6263 7774

## Key Contact Details

- Email: [training@irrigation.org.au](mailto:training@irrigation.org.au)
- T. 1300 949 891 / (07) 3517 4000
- W. [www.irrigationaustralia.com.au](http://www.irrigationaustralia.com.au)
- W. [www.coie.com.au](http://www.coie.com.au)  
Centre of Irrigation Excellence

# OUR PRIVACY POLICY

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## PURPOSE

This policy ensures that Irrigation Australia meets its legal and ethical requirements in regard to the collection, storage and disclosure of the personal information it holds in regard to individuals.

This policy and procedure contribute to compliance with Clause 8.5 of the Standards for RTOs 2015.

## POLICY

### 1. PRIVACY PRINCIPLES

Personal information is collected from individuals in order that Irrigation Australia can carry out its business functions. Irrigation Australia only collects and stores information that is directly related to its business purposes and legal requirements of providing nationally recognised training and assessment

In collecting personal information, Irrigation Australia complies with the requirements set out in the Privacy Act 1988 and the relevant privacy legislation and regulations of the states/territories in which the RTO operates.

This means Irrigation Australia ensures each individual:

- Knows why their information is being collected, how it will be used and who it will be disclosed to
- Is able to access their personal information upon request
- Can ask for personal information that is incorrect to be corrected
- Can make a complaint about Irrigation Australia if you consider that your personal information has been mishandled



## 2. COLLECTION OF INFORMATION

In general, personal information will be collected through course application and/or enrolment forms, training records, assessment records and online forms and submissions.

The types of personal information collected include:

- personal details
- contact details
- employment information where relevant
- academic history
- statistical information about your prior education, schooling, reasons for enrolling, and disability status
- training, participation and assessment information
- fee and payment information
- information required for the issuance of a USI

## 3. UNIQUE STUDENT IDENTIFIER (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a secure online record of the nationally recognized training completed by an individual. From 2015, all students participating in nationally recognized training must have a USI. The USI will make it easier for you to find and collate your VET achievements into a single authenticated transcript and will also ensure that your VET records are not lost.

Irrigation Australia is unable to issue you with any nationally recognised VET qualification or statement of attainment without your USI.

As part of your enrolment, you must either supply your USI (if known) or provide authority for us to create or access your USI on your behalf. If you are providing the authority, you must also provide a suitable form of identification – as listed on the relevant section of the Enrolment Form.

You can create the USI at this website - <http://www.usi.gov.au/Pages/default.aspx#>



#### 4. STORAGE AND USE OF INFORMATION

Irrigation Australia will store all records containing personal information securely and take all reasonable security measures to protect the information collected from unauthorised access, misuse or disclosure. Personal information will be stored electronically in a secure environment to which only authorised staff have access.

The personal information held by individuals will only be used to enable efficient student administration, provide information about training opportunities, and to maintain accurate and detailed student records of course participation, progress and outcomes.

Irrigation Australia may use the personal information provided by an individual to market other internal products and services to them. An individual may opt out of being contacted for marketing purposes at any time. Information will not be passed onto any third-party marketing companies without the prior written consent of the individual.

#### 5. DISCLOSURE OF INFORMATION

The personal information about students enrolled in a course with Irrigation Australia may be shared with the Australian Government and relevant designated authorities, including ASQA (the RTO's registering body) and its auditors, Apprenticeship Network Providers, State Training Authorities and the National Centre for Vocational Education Research (NCVER). This includes personal details, contact details, course enrolment information, unit outcomes, AQF certification and statement issuance and information about training participation and progress.

Irrigation Australia will not disclose an individual's personal information to another person or organisation unless:

- They are aware that information of that kind is usually passed to that person or organisation.
- The individual has given written consent
- Irrigation Australia believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious threat to the life or health of the individual concerned or another person
- The disclosure is required or authorised by, or under, law
- The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of public revenue.

- Any person or organisation to which information is disclosed is not permitted to use or disclose the information for a purpose other than for which the information was supplied to them

## **6. ACCESS TO AND CORRECTION OF RECORDS**

Individuals have the right to access or obtain a copy of the information that Irrigation Australia holds about them including personal details, contact details and information relating to course participation, progress and AQF certification and statements of attainment issued.

Requests to access or obtain a copy of the records held about an individual must be made by contacting our office. The individual must prove their identity to be able to access their records.

There is no charge for an individual to access the records that Irrigation Australia holds about them; however, there may be a charge for any copies made. Arrangements will be made within 10 days for the individual to access their records.

## **7. COMPLAINTS ABOUT PRIVACY**

Any individual wishing to make a complaint or appeal about the way information has been handled within RTO.

Irrigation Australia can do so by following Irrigation Australia's Complaints and Appeals Procedure – refer Appendix A of the Student Handbook.

# STUDENT CODE OF CONDUCT

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## **You are responsible for ensuring that:**

- You attend training sessions and complete online assessments and maintain satisfactory progress
- You discuss any personal/medical circumstances with the Training staff as soon as they become known. Medical conditions or personal circumstances which have not been declared, cannot normally be taken into account in assessing performance on the course
- You are aware of the correct time, date and location of all training sessions and assessments tasks that you are required to attend
- All course work, assessments and portfolios of evidence are in concise and accurate English and is your own work
- You behave in a way that is respectful of fellow students and Irrigation Australia training staff
- You take care of the training venue by keeping it clean and tidy and take care of the amenities that are provided for students
- You are responsible for your own belongings at the Irrigation Australia's premises and elsewhere. Irrigation Australia takes no responsibility for loss or damage of your belongings
- You are respectful of others' views and opinions. Insulting, condescending or abusive language will not be tolerated. Constructive debate is welcome as long as you are discussing the ideas, not attacking the person
- You are sensitive to different cultural, political and religious backgrounds. These differences will add to your experience, not detract from it
- You are aware of the impact of any social media posts. In general, if you think something could be taken the wrong way it is probably best not to post it. If there is something you want to say to a trainer or peer that you are unsure is appropriate for public display, sending it via private message/email is the best solution.
- The online environment is great place to share ideas and support each other. Be proud of the posts you make as they can contribute to your fellow students learning experience

**It is expected that you will:**

- Treat all Irrigation Australia training staff, students and the general public with respect, fairness and courtesy
- Be punctual and regular in attendance
- Observe safe practice standards by wearing appropriate clothing and footwear, using protective equipment where required and following instructions

**You must not:**

- Smoke in any designated non-smoking areas
- Litter
- Harass fellow students in either the classroom based or online learning environments, Irrigation Australia Training staff or the general public
- Use mobile phones, pagers or similar devices in the training room or during assessments – or use cameras or recording devices in mobile phones without the consent of the person being photographed or recorded
- Copy Intellectual Property under any circumstances
- Damage, steal, modify or misuse Irrigation Australia's property
- Be under the influence of alcohol or illegal drugs
- Engage in behaviour which may offend, embarrass, threaten or harm other students

**Appropriate Behaviour**

We provide a learning/training environment which aims to ensure the health, safety and respect of all students. We seek to create an inclusive and productive learning environment at all courses for everyone.

To do so, we request that all students ensure their behaviour is appropriate for an adult learning environment.

**Some general tips**

- **Noise levels** – Please be aware of noise levels and be respectful of your fellow students and any other occupants of the training venue.
- **Presence of non-students** – Due to the distraction and disturbance to other students, no children or pets (guide / support animals on request) are to be brought to training rooms.

- **Dress Standards** – You are expected to dress in an appropriate manner i.e., no open footwear, midriffs or singlets
- **Drugs and Alcohol** – The use of illegal drugs and alcohol are not permitted and may impair an individual's capacity to learn safely, efficiently and with respect for other students. The use of such substances may result in the risk of injury or a threat to a participant's well-being or that of other parties.

No participant is to attend training whilst under the influence of alcohol or illegal drugs.

- **Prescription medication** – The use of prescription pharmaceuticals is not prohibited. You should check with your doctor that the prescription medication will not impair your study performance ability or put others at risk.
- **Sexual harassment** – Irrigation Australia is committed to ensuring that its training environments are free from sexual harassment. Sexual harassment will not be tolerated under any circumstances, and disciplinary action will be taken against any participant who breaches this policy. Sexual harassment in education is illegal under the Sex Discrimination Act 1984. Some forms of sexual harassment may constitute a criminal offence.

### Consequences of breaches to any of the above behaviours

Irrigation Australia will assess each breach individually and consider the disciplinary action based on:

- Level of breach
- Extent of breach
- Student's history with Irrigation Australia Training

Disciplinary action may include:

- A verbal warning
- A written warning
- Exclusion from enrolling in a particular competency and/or course
- Exclusion of the participant from Irrigation Australia Training

### No Cheating and/or Plagiarism

Irrigation Australia has a zero tolerance towards cheating and will not issue an assessment outcome of competency for any unit(s) where cheating, or plagiarism, has been proven.

Irrigation Australia will ensure that every participant is aware of the implications of cheating, or plagiarism, and we will seek to minimise the opportunities for deliberate or accidental occurrences of cheating.

Irrigation Australia will conduct all investigations into suspected cheating and plagiarism in a respectful manner at all times.

Irrigation Australia acknowledge that the level of intent to deceive and the extent of the plagiarism should be the criteria for determining penalties.

Penalties for plagiarism will vary and may include counselling and a warning or a finding of Not Competent for the unit/s of competency. We will consider the extent of the plagiarism, whether it is a first or repeated offence, whether there is evidence of deliberate deceit and whether advantage has been taken of another participant.

All staff involved in training and assessing will assist in providing a learning and teaching environment that upholds academic integrity.

# ACCESS AND EQUITY

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## **What is Access & Equity?**

Access refers to a person's ability to participate fully in our training and assessment services, regardless of racial, religious, cultural or language backgrounds, as long as they can meet the entry requirements of the Training Package.

Equity refers to how we apply the guidelines and practices that make access possible and that we apply these equally to all persons.

## **How do we support Access & Equity?**

We are fully committed to the entire process for every participant. From the design of our courses through to ensuring natural justice when things go wrong, we recognise the barriers that may exist and will take steps to ensure these barriers are identified and removed or reduced.

**Our People** – We have Policies which guide the behaviour of our people and the culture of our business to ensure that Access and Equity are not just words, but a belief system.

**Our Courses** – Our courses have flexible pathways and delivery options including course structure, locations, timetabling, classroom based and virtual classroom delivery options.

**Our Training Environment** – We actively promote an inclusive training environment by being supportive, setting standards for all students, determining any special needs that may exist and ensuring that physical access is available to students that may have difficulties.

**Our Assessment Processes** – We will recognise existing skills of our students and provide them with adequate information about the assessment process and requirements to ensure they are ready for assessment and negotiate the time and place for assessment.

**Support** – We recognise that from time to time a person may require additional support to enable them to complete the course. We encourage all students to discuss with us any special needs that they may have and where possible we will make adjustments to the training or assessment to accommodate these needs.

**Student Welfare** – The welfare of every student is important to us, and we will not allow bias, discrimination or harassment to interfere with any person's ability to fully participate in the training course.

**Natural Justice** – And, if things still go wrong, we have a fair and equitable complaints process that will not put any person at a disadvantage or interfere with their course whilst the issue is being resolved.



# BEFORE YOU ENROL

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Before you enrol with us, we want to make sure that you have been provided with enough information to make an informed decision about undertaking training with us.

The information you need includes:

- Delivery options
- The course content and expected outcomes
- Entry requirements
- Training and Assessment arrangements
- Recognition (RPL or CT)
- Any resources or equipment you need to supply
- Fees, payment details and refunds
- Complaints and Appeals process
- Support and guidance services
- Government funding that may be available
- Online system requirements

Please contact Irrigation Australia's training team for more information on 1300 949 891, during business hours. Our staff will happily answer any questions you might have if you need further clarification.

Once your training commences, we will ensure that:

- The facilities, materials, resources and methods are adequate for the achievement of the required outcomes
- The learning environment is free from harassment, discrimination and bullying
- The learning environment does not pose any Occupational Health and Safety/Workplace Health and Safety risks to any persons
- The course is conducted and completed as agreed
- The confidentiality, safety and security of your training records are protected
- You have timely and accurate access to your training records.

# ENROLMENT

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## **Who Can Enrol with Us?**

Irrigation Australia Training is committed to non-discrimination and at all times complies with the equal opportunity and anti-discrimination legislation. Access to our courses is determined by the requirements of the Training Package, entry requirements, the availability of training places and the payment of appropriate fees and charges.

## **Pre-requisites**

In some instances, the Training Package may require pre-requisite units to be completed and formally recognised prior to engagement in the course. We will assist you to achieve these pre-requisites where possible.

## **Classroom based training entry requirements**

Entry requirements are the informal requirements of the course and may include prior industry experience and Language, Literacy and Numeracy skills appropriate to the employment outcomes of the qualification.

Appropriately qualified persons will assess the extent to which you are likely to achieve the stated competency standards and outcomes of the course, based on your qualifications and proficiencies.

# E-LEARNING BASED TRAINING REQUIREMENTS

Entry requirements for our online course may include prior industry experience and Language, Literacy, Numeracy and Digital Literacy skills appropriate to the employment outcomes and the delivery mode of this qualification.

## e-Learning System requirements

<b>Computer/Printer</b>	Any current 2-5 years old computer is fine with minimum screen resolution of 1200 x 800 and audio functionality  Printer  Windows 7 or above to access webinar technology
<b>Web Browser</b>	Latest and previous versions of Internet Explorer, Firefox, or Chrome  Enable JavaScript and accept cookies from LMS site
<b>Camera/Audio</b>	Microphone, webcam, and speakers (USB headset recommended) to participate in webinars
<b>Plug-ins</b>	Adobe Flash Player 9 is required
<b>Network connection</b>	Minimum 512 kbps connection is required

A Smart phone (i:phone or Android) will be required for the READY SKILLS application associated with recording of workplace based activities.

# STUDENT SUPPORT

The Training Manager should be advised as soon as possible of any personal difficulties during the course that may impact on performance so that appropriate arrangements or assistance can be provided. Any other matters regarding attendance difficulties due to employment or other reason, financial difficulties, or health should also be addressed to Geoff Harvey – National Training, Certification & Marketing Manager at [geoff.harvey@irrigation.org.au](mailto:geoff.harvey@irrigation.org.au) or on (07) 3517 4000 or 0418 888 876.

## Language, Literacy and Numeracy Assistance

All courses are conducted in English and all students require a good working knowledge of English. Students who require literacy and numeracy assistance should advise the National Training, Certification and Marketing Manager in order to ensure that assistance and alternate assessment methods (if required) can be made available.

## General Principles

If you have met the entry requirements for a course you will also have access to a range of academic support options to provide you with the best opportunity to successfully complete your course.

We will seek to establish during your enrolment process if there are any support requirements that may exist and continue to monitor your academic progress to identify potential obstacles to successful completion of the course.

## Who is Eligible for Support?

Our support options are available to any currently enrolled participant.

We will provide a supportive learning environment to the best of our ability and resources. However, there may be support and welfare needs which are beyond our scope of expertise and you may be referred to an external provider.

Where possible, support will be provided by us at no additional cost to you. However, where support services are provided by an external provider the cost of accessing those services will be your responsibility.

Provision of personal counselling or personal support is beyond our scope of expertise.

## Support Options

Achievement of academic goals may be jeopardised by difficulties arising from a number of circumstances which may include:

- Language, Literacy and Numeracy
- Disabilities (both physical and psychological)
- Cultural
- Socio-economic
- Personal or environmental difficulties

Our enrolment process provides an opportunity to identify any existing special needs that may have an impact on your ability to complete the course.

It is not possible to list all potential support options, however, the following are examples of support that may be available:

- Reasonable adjustment of assessment tasks
- Extended timeframes for completion of assessment tasks
- Alteration to training delivery timetables
- Training support sessions
- Individual coaching by training staff (Note: additional coaching may incur a fee)

**Note: support services may vary depending on your state or territory.**

# RIGHT TO HAVE YOUR EXISTING SKILLS/QUALIFICATIONS RECOGNISED

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## General Principles

Under the Standards for RTOs 2015, we must recognise Australian Qualifications Framework (AQF) Qualifications and Statements of Attainment issued by any other registered RTO. We will also recognise and assess the skills and knowledge you have gained over your years of work and life experiences. The underlying principle of Recognition of Prior Learning (RPL) and Credit Transfer (CT) is that no participant should be required to undertake a unit of competency for which they are already able to demonstrate competency as outlined in the endorsed training package.

We will offer recognition to all students for any nationally recognised course we offer, prior to enrolment. We will only recognise credit for qualifications / units of competency completed within the Australian Qualifications Framework. All students are informed at the pre-training induction of the availability of RPL/CT recognition. All students have the right to apply for RPL/CT.

## Applying for Recognition of Prior Learning (RPL)

In order to apply for an RPL, you must supply evidence to demonstrate prior learning and relevant skills and knowledge gained through work and life skills. Evidence for this may include:

- Position descriptions from current/previous employment
- References from current/ former employers
- Work samples
- Resume
- Verified AQF documentation

For more information on RPL, email the Training Team at [training@irrigation.org.au](mailto:training@irrigation.org.au) or call 07 3517 4000.

### **Applying for Credit Transfer (CT)**

If you have previously completed some of the units contained in your chosen training course, you can complete an Application for Credit Transfer form or indicate on the pre-training induction paperwork that you wish to apply for Credit Transfer.

In order to apply for a CT, you must supply evidence to show that the unit(s) of competency has been successfully achieved. Evidence for this may include a Statement of Results, a Statement of Attainment or a USI Transcript. Evidence must be provided prior to the commencement of the course. Where CT is being sought for units with different unit codes and there is insufficient correlation between the unit previously attained and the unit being sought, then you will be referred to the RPL application process.

We will assess the application and notify you of the outcome. If the CT application is successful, you will not need to attend sessions or complete assessments for that unit of competency. Successful CT applications may result in a reduction of the total course costs.

### **Unsuccessful applications for RPL/CT**

If you are unsuccessful in the RPL/CT applications, then you will be advised accordingly and you will be provided with options to attend training for those units of competency.



# FEES, CHARGES & REFUNDS

Full payment must be made before commencement of training unless prior arrangements with Irrigation Australia Ltd have been made.

- Cancellations received more than ten days in advance of the commencement of the training course will be subject to a 10% administration fee of the course fee paid, unless the student is able to transfer to a future course, in which case no penalty will be applied
- Cancellations received between 5 and 10 working days before commencement of the course may forfeit 50% of the course fee.
- Cancellations within 5 working days of the commencement of the course may forfeit 100% of the course fee, unless the student is able to transfer to a future course, in which case a 10% penalty may apply.
- By prior arrangement substitution of a student may be acceptable without incurring additional costs and must be approved by Irrigation Australia Training before commencement of the course
- Non-attendance without notice will result in the full course fee being charged.

Payment made by Individuals: In accordance with the 'Standards for Registered Training Organisations 2015', the maximum amount of fees that may be collected in advance is \$1,500. This means that if you are an individual enrolling in a course and paying for it yourself you will be invoiced in instalments, \$1,500 prior to commencement of the course and the balance of the training fees separately after the course commences. This only applies to individuals. Companies and Businesses are required to make Full Payment of training fees prior to commencement of the course. Please contact IAL for further information on 07 3517 4000 or at [training@irrigation.org.au](mailto:training@irrigation.org.au).

Cancellation policies for specific courses may apply to override this general policy, where special arrangements for the conduct of some courses involve significant advance commitments by Irrigation Australia.

Enrolment is accepted on the basis that Irrigation Australia Ltd will not be held liable for costs incurred due to the course cancellation or rescheduling. Irrigation Australia will use all endeavours to give as early advice as possible of any course changes, and the above cancellation conditions will not apply where Irrigation Australia cancels any training course.

Course dates and fees are subject to change without prior notice.

If we postpone a course that you have paid for to an alternative start date, you will receive a refund for that course or be offered an opportunity to transfer to the next available course.

RPL Suitability Assessment and Assessment fees are non-refundable once assessment has been conducted, regardless of the outcome.

A re-enrolment fee of \$150 will be charged to students whose courses exceed the course/s completion date and wish to continue with their training.

### **Recording and payment of refunds**

- Refunds will be paid to the person or organisation who made the original payment
- Refund assessments can be appealed following our Complaints and Appeals Procedure
- Records of refund assessments and issuance of refunds will be stored securely on the student's file and in our accounts keeping system

### **Payments made by Employees / Businesses**

Irrigation Australia will not be liable for the reimbursement of course fees if a student:

- Fails to complete/submit all required assessments within the allocated course timeframe
- Leaves their place of employment whilst undergoing training.

**Note: It is the responsibility of the employer to seek reimbursement from the employee of the course fee.**

# VARIATION TO ENROLMENT

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## If you wish to vary your enrolment

- If you wish to vary your enrolment in a course or professional development program that has not yet commenced, you must do so at least 5 working days prior to the course commencing. Depending on the nature of the variation, you may be asked to complete a new enrolment form.
- If a refund is requested, Irrigation Australia's Fees, Charges and Refunds Policy will apply.
- You may request deferment of a course on the grounds of compassionate or compelling circumstances (at the discretion of Irrigation Australia Training). The length of time you may have your enrolment deferred is at the discretion of the Training Manager but may not exceed six (6) months. Deferral does not automatically entitle you to a refund.
- You are advised to retain your original documents (e.g., medical certificates) for your own records and submit copies with applications for deferment or cancellation. Please note that Irrigation Australia Training may ask to see the original documents.
- You will be advised in writing of the outcome of your request for variation to your enrolment. If you are dissatisfied with the outcome of your request, you can access the complaints process.
- Personal details including postal address, email address and contact number is the responsibility of the student to maintain. Failure to do so may result in communications not being received or certificates being sent to the wrong address (certificate reprint fee applies).

# COURSE EXPECTATIONS AND REQUIREMENTS

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The training and assessment offered by Irrigation Australia focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency-based training and assessment. Each of the components of your course is a “unit of competency”. You may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace.

Our courses are delivered in clusters. This means groups of similar units have been packaged together to avoid repetition. You will receive training and assessment for all units in a cluster at the same time.

Our course outlines include the details of how we deliver the training to you as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Assessment methods vary from course to course but usually include written questions, projects, written assignments, and practical observations.

## **Request an extension of time for assessment**

We understand that there may be occasions where events can interfere with your ability to complete assessment tasks in the timeframes originally agreed.

To request an extension, please contact Irrigation Australia training staff.

Requests for an extension must be made no later than 3 business days prior to the assessment due date.

## **Attendance Requirements**

- For Face-to-Face workshops and classes, please notify your trainer at least 30 minutes prior to class if you are unable to attend by calling 07 3517 4000 or our Toll-Free Line 1300 949 891.
- For Virtual Classroom Delivery, you must be visible on screen at all times. Failure to be visible may result in the session having to be resat.
- If you have any special dietary requirements e.g., halal, kosher, vegetarian etc., you must notify us at least one week before the course commences.

## **Our Course Locations**

Our training is delivered in various hired training facilities across the country. Prior to hiring a training facility, we check to ensure its suitability and that it meets health and safety requirements and will be convenient for students in the area to access, as much as possible.

Further information about the location of the course you are enrolling into will be provided prior to enrolment. This will include information about parking and public transport arrangements.

## **Field Activities**

During the delivery of the course, there could be a field trip(s) / practice. Please bring enclosed footwear, comfortable clothing for classroom and/or field activities, a hat and sunscreen. Transportation to the field trip may be arranged by Irrigation Australia, however, use of your own vehicle may be required.

## **Provided by Irrigation Australia**

- Course resources / equipment
- Stationary
- PPE (if applicable)

## **Assessment arrangements**

At the beginning of each unit or cluster, your assessor will go through the arrangements for assessment with you and you will be given all the details about the assessment requirements.

At this time, you will:

- Be provided with detailed assessment instructions for each task which includes the criteria that you will be assessed against.
- Be informed of relevant due dates or timing of assessments to be conducted

Your assessor will go through all of the arrangements with you, and you can ask them any questions you have.

# SUBMITTING YOUR ASSESSMENTS

Assessments completed during the Virtual Classroom Sessions are to be returned to Irrigation Australia uploaded via your STUDENT PORTAL . Assessments completed during Face-to-Face training are to be handed to the Trainer/Assessor on completion of the course.

We will endeavour to mark written work within 30 days of receipt. Your assessor will provide you with written feedback and confirm the outcome of the task via the message function of your STUDENT PORTAL..

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit. If one or more of your tasks are assessed as Not Satisfactory, you will be given an overall outcome for the unit of Not Yet Competent (NYC).

All assessments are to be sent to uploaded to the relevant task/ unit through your STUDENT PORTAL.

## **Assessment outcomes**

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit. If one or more of your tasks are assessed as Not Satisfactory, you will be given an overall outcome for the unit of Not Yet Competent (NYC). You can have 2 further attempts to complete the task and achieve a Satisfactory outcome.

You will be given a timeframe for your resubmission and advised what you must include in your re-submission.

If, after the third attempt, you are still assessed as Not Satisfactory for a task, you will need to re-enrol in the unit or cluster, which will attract an additional fee. Additional fees are outlined in the Student Agreement.

## **Reasonable adjustment in assessment**

Some students may need modifications to assessments due to disability, illness or special considerations – this is called reasonable adjustment.

Reasonable adjustment can involve:

- Making training and assessment resources and methods more accessible e.g., providing learner workbooks in an audio format or on different coloured paper.
- Adapting physical facilities, environment and/or equipment e.g., setting up hearing loops.
- Making changes to the assessment arrangements e.g., more time allowed for assessments.
- Making changes to the way evidence for assessment is gathered e.g., written questions asked orally.

Please speak to your assessor if you think that you may need an adjustment made. Note these adjustments are made at the discretion of your assessor based on your identified needs.

### **Notifying You If Things Change**

As an RTO operating under the VET Quality Framework, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment.

This would include if there were any changes of ownership, and any new third-party arrangements or changes to third party arrangements that relate to your enrolment, or if we were unable to provide the services, we agreed to provide in your Student Agreement.

If this occurs, Irrigation Australia will devise a strategy to minimise impact on you and notify you of the changes and how you will be affected as soon as practicable.

Depending on the type of change, we will send you an email.



# DISCIPLINARY AND MISCONDUCT PROCEDURES

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Cheating, including collusion between students (other than for group tasks), during assessments will, if proven, result in a student being given a zero mark.

Students are expected to conduct themselves as they would in any usual work environment. The trainers reserve the right to exclude students at any time during the course for misconduct. No refunds will be made in these circumstances. Unacceptable conduct, which includes non-attendance, may result in exclusion from a course. No refunds are made in these circumstances.

## PROGRESS REPORTS

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Student can view their records and progress at any time through their STUDENT PORTAL.

**All progress reports will NOT be sent to the employer unless the student provides Irrigation Australia with written authorisation.** To do so, the written authorisation must detail the company name, employer name, phone number and email address.

## ISSUING OF QUALIFICATIONS AND STATEMENT OF ATTAINMENT

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### Statements & Qualifications

On completion of your course and payment of all relevant fees, we will issue you with your qualification (testamur / certificate) and record of results within thirty (30) days. The record of results will show the units of competency you achieved in the course.

Irrigation Australia will only issue Australian Qualifications Framework (AQF) certification documentation to a student who you have assessed as meeting the requirements of the training product.

Irrigation Australia may issue a copy of a student's qualification or statement of attainment to another party, such as an employer, if the learner has given written approval.

If you withdraw or partially complete a course, a Statement of Attainment will be issued within thirty (30) days of withdrawal as long as all relevant fees have been paid. A record of results will only be provided with a Statement of Attainment where requested.

We reserve the right to with-hold the issuance of qualifications and Statements of Attainment until all fees related to the course or qualification have been paid.

We must have a valid USI on file for you in order for a qualification or statement to be issue (refer to Unique Student Identifier (USI)).

Our certification documents use a number of mechanisms to ensure they are not fraudulently reproduced. Our certificates and statements of attainment show a unique certificate or statement number that can be verified over the phone with us, and all documents have our branded embossed foil sticker on them.

### **Re-issue of Certificates**

In line with our Privacy Policy, Certificates and Statements of Attainment are considered personal information.

Replacement certificates can only be re-issued where the details provided on the form match the details we have on record.

If you have changed address, we can send the replacement certificate to the new address as long as you have also provided the address that we have on record.

The name on the certificate must match the identification provided at enrolment. It is not permissible to alter the name unless it is to rectify a clerical error.

Re-issued or replacement certificates will indicate that the parchment is a re-issue.

Replacement certificates will incur in a \$27.50 incl GST fee.

Please contact Irrigation Australia's Training team on 1300 949 891, during business hours for details about the cost of a replacement certificate.

# APPENDIX A: COMPLAINTS AND APPEALS PROCEDURE

## Purpose

The purpose of this policy and procedure is to outline Irrigation Australia's approach to managing dissatisfaction, formal complaints and appeals of students, clients, staff and other members of the community. It provides a transparent approach for all complaints and appeals to be addressed in a fair, efficient and confidential manner.

## Definitions

- **Appeal** means a request for a decision made by Irrigation Australia to be reviewed
- **Complaint** means a person's formal expression of dissatisfaction with any product or service provided by Irrigation Australia
- **Services** means training, assessment, related educational and support services and/or activities related to the recruitment of prospective learners. It does not include services such as student counselling, mediation or ICT support
- **Standards** means the Standards for Registered Training Organisations (RTOs) 2015 from the VET Quality Framework

## Policy

### 1. Nature of Complaints and Appeals

- **Irrigation Australia responds to all allegations involving the conduct of:**
  - The RTO, its trainers and assessors and other staff
  - Any third-party providing Services on behalf of Irrigation Australia, such as training and assessment services or marketing and student brokering services
  - Any student or client of Irrigation Australia
- **Complaints may be made in relation to any of Irrigation Australia's services and activities such as:**
  - the application and enrolment process

- marketing information
- the quality of training and assessment provided
- training and assessment matters, including student progress, student support and assessment requirements
- the way someone has been treated
- the actions of another student
- **Appeals should be made to request that a decision made by, or on behalf of, Irrigation Australia is reviewed. Decisions may have been about:**
  - assessment outcomes / results
  - acceptance into a course
  - refund assessments
  - response to a complaint
  - other general decisions made by Irrigation Australia

## 2. Principles of complaints and appeals handling

- Irrigation Australia is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, Irrigation Australia ensures that complaints and appeals:
  - Are responded to in a consistent, transparent and fair manner, free from bias
  - Are responded to promptly, objectively, with sensitivity and confidentiality
  - Are able to be made at no cost to the complainant or appellant
  - Are used as an opportunity to improve – by identifying potential causes of the complaint or appeal and taking actions to prevent or reduce the likelihood of reoccurrence
- Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies
- Students are advised that they are required to follow the RTO's complaints and appeals process before lodging or making a complaint about the RTO to ASQA.

- Where a student chooses to access this policy and procedure, Irrigation Australia will maintain the student's enrolment while the complaints/appeals handling process is ongoing

### **3. Timeframes for resolution**

- Complaints and appeals will be finalised as soon as practicable or at least within 30 calendar days unless there is a significant reason for the matter to take longer. In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time as the matter is resolved.

### **4. Records of Complaints and Appeals**

- Irrigation Australia will maintain a record of all complaints and appeals and their outcomes on the Complaints and Appeals Register which is stored securely on our internal file management system. If a complaint or appeal involves a student or staff member, details will also be held on the relevant secure file which only authorised staff have access to.

### **5. Making a complaint or appeal**

- Complaints about a particular incident should be made as soon as possible but within 90 calendar days of the incident occurring and appeals must be made within 30 calendar days of the original decision being made
- Complaints and appeals should be made in writing using the Complaints and Appeals Form, or another written format and sent to: Irrigation Australia - PO Box 13, Cannon Hill QLD 4170
- When making a complaint or appeal, provide as much information as possible to enable us to investigate and determine an appropriate solution. This should include:
  - The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you
  - Any evidence you have to support your case
  - Details about the steps you have already taken to resolve the issue
- Complaints and appeals will be acknowledged in writing via email or post. Acknowledgement should be received within 7 days of lodgement.

## 6. Resolution of Complaints and Appeals

- Some or all members of the management team of Irrigation Australia will be involved in resolving complaints and appeals as outlined in our procedures.
- Where a third-party delivering Services on behalf of the RTO is involved, they will also be included in the process of resolving and/or responding to the complaint or appeal. Additionally, where a complaint or appeal involves another individual or organisation, they will be given the opportunity to respond to any allegations made. They will also be advised in writing of any allegations made against them.
- In the case of an assessment appeal, an assessor who is independent from original decision will assess the original task again. The outcome of this assessment will be the result granted for the assessment task.

## 7. External complaint avenues

- External complaints can also be made via the following avenues:

### National Complaints Hotline

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/ authority/ jurisdiction to assist with their complaint. Consumers can register a complaint with the National Training Complaints Hotline by:

- Calling: 13 38 73, Monday–Friday, 8am to 6pm nationally.
- Email: [skilling@education.gov.au](mailto:skilling@education.gov.au)

For more information about the National Complaints Hotline, refer to the following webpage:

<https://www.myskills.gov.au/more/help/links/>

### Australian Skills Quality Authority (ASQA):

You may also complain to our RTO's registering body: Australian Skills Quality Authority (ASQA). However, ASQA's will only use the information you provide to inform its regulatory approach and will not contact us on your behalf or act as your advocate.

For more information, refer to the following webpage:

<http://www.asqa.gov.au/complaints/make-a-complaint---domestic-students/make-a-complaint---domesticstudents1.html>

# HANDY DEFINITIONS

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**Tuition Fee/Course Fee/Student Contribution Fee:** The full fee charged for the delivery of the training and assessment and is inclusive of all administration and materials costs.

**Commencement Date:** The date of the first training session of the first short course.

**Accredited Courses:** Courses which provide state and or/national recognition in accordance with the Australian Qualifications Framework.

**VET:** Vocational Education and Training (VET) is education and training that focuses on providing skills for work.

**ASQA:** Australian Skills Quality Authority, the national VET regulator and the RTO's registering body

**Recognition for Prior Learning (RPL):** Is a process that recognises the skills you have gained through prior study (including formal, informal and non-formal learning) or previous work experience or volunteer work.

**Credit Transfer (CT):** Formal recognition of the previous studies a student has completed which reduces the units or modules required to be completed by the student in their course.

**Standards:** Standards for Registered Training Organisations (RTOs) 2015 from the VET Quality Framework Tuition Fee means the amount that RTO Irrigation Australia charges for government funded students under the Skills First program for a course based on the rules issued by the Department

**Moodle:** is a learning platform designed to provide educators, administrators and learners with a single robust, secure and integrated system to create personalised learning environments.