

# LEARNER Handbook

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## Build Here, Grow Everywhere

Empowering learners with the skills, confidence, and credibility to succeed anywhere in the world.

Your ultimate guide to studying with ICQA Enrolling, Fees, Code of Conduct and everything you need to know.

[www.ICQA.edu.au](http://www.ICQA.edu.au)

0434 602 024

[info@icqa.edu.au](mailto:info@icqa.edu.au) RTO ID 46584



### Information about ICQA

Address: Suite 2 5-11 Noel Street Slacks Creek Qld 4127

Phone: 0434 602 024

Emergency number

Email: [info@icqaqld.edu.au](mailto:info@icqaqld.edu.au)

Reception opening hours

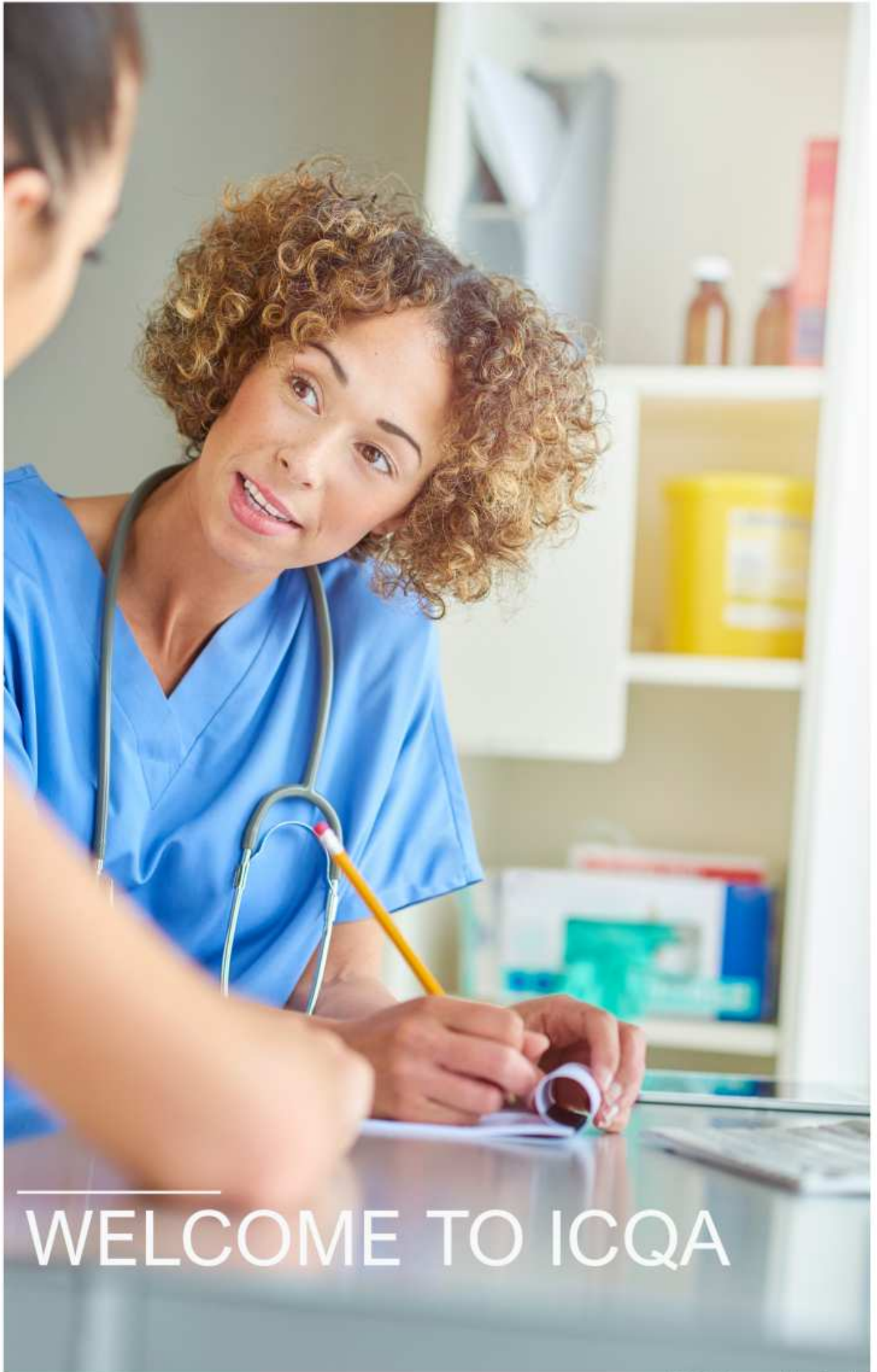
Monday to Friday: 8:30am to 5pm

Saturday: 8:30am to 1pm

Sunday: Closed

Version 3

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WELCOME TO ICQA

# WELCOME

It's my pleasure to welcome you to ICQA – International College of Queensland Australia. We're delighted you've chosen to study with us and join our dynamic, diverse learning community.

At ICQA, our mission is simple — Build Here, Grow Everywhere. We're committed to providing high-quality education and genuine support so you can achieve your academic, professional, and personal goals. Within this handbook, you'll find the key information, guidelines, and resources to help you navigate your learning journey with confidence. Our team of experienced educators and dedicated staff are here to ensure your experience is enriching, inclusive, and focused on real-world outcomes.

We encourage you to embrace every opportunity — ask questions, stay curious, and connect with others. Your time at ICQA will be transformative, and we're proud to be part of your success story.

Wishing you every success in your studies and beyond.



Dr Roy Prasad  
Chief Executive Officer  
International College of Queensland  
Australia (ICQA)



This Learner Handbook is provided to all prospective Learners of International College of Queensland Australia (ICQA) before enrolment. It outlines the key information you'll need to understand how we operate, what you can expect from us, and what we expect from you. Think of it as your guide to success while studying at ICQA.

This handbook is designed in accordance with the Standards for Registered Training Organisations (RTOs) 2025 and the Australian Qualifications Framework (AQF). These frameworks ensure that ICQA delivers quality, nationally recognised training while meeting the highest standards of support, integrity, and compliance for all learners.

When you choose to study with us, you're making a commitment — to your goals, your growth, and your future career. We'll hold you accountable for staying on track, completing your assessments, and engaging actively in your learning.

We understand that sometimes life happens. If things don't go to plan, talk to us early. Our team is here to help you get back on course — whether that's with study support, extra guidance, or a fresh strategy to manage your workload. What we ask in return is honesty, effort, and resilience. No excuses — just progress, one step at a time.

At ICQA, we see ourselves as your learning partner and accountability ally. We'll support, guide, and encourage you every step of the way — but true success requires commitment, consistency, and courage from you.

# YOUR GUIDE TO STUDYING WITH ICQA

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# International College Queensland Australia

## ICQA

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At International College of Queensland Australia (ICQA), we believe that lives are enriched through upskilling, learning, and personal development — and everything we do must align with this purpose. We are a highly experienced, passionate team dedicated to delivering quality training in innovative, engaging, and practical ways. Our programs are designed to produce real and relevant outcomes that enhance your confidence, competence, and career success — wherever your journey takes you.

To ensure you graduate with genuine capability, ICQA maintains high standards of curriculum design, delivery, and assessment. We make no apologies for our expectations — because to be the best, you must be willing to train hard today to perform even better tomorrow.

As an Australian-owned and operated Registered Training Organisation (RTO No. \_\_\_\_\_), ICQA offers a range of nationally recognised qualifications designed to meet industry needs and equip learners for success in a competitive workforce.

Our focus is simple: to equip you with the skills, knowledge, and experience to thrive in a rapidly changing world.





# Our Vision

To be a leading Australian education provider recognised globally for excellence in leadership, business, and workforce development — where every learner is inspired to achieve their potential and make a lasting impact.



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## OUR VALUES

- Integrity - We uphold the highest standards of ethics, transparency, and compliance — in every qualification we deliver.
- Excellence - We strive for continuous improvement in teaching, operations, and learner outcomes.
- Innovation - We embrace technology and creativity to deliver modern, flexible, and industry-relevant learning.
- Respect - We celebrate diversity and inclusion, ensuring every learner feels valued and supported.
- Collaboration - We partner with learners, educators, and industry to create opportunities that go beyond the classroom.
- Impact - We measure our success by the transformation we create — in individuals, workplaces, and communities.

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## OUR MISSION

### BUILD HERE, GROW EVERYWHERE

To deliver nationally recognised education and training that bridges local learning with global opportunity.

We do this by:

- Providing high-quality, nationally accredited programs that meet the Standards for RTOs 2025 and global best practice.
- Creating pathways from learning to leadership, connecting Learners with real industry outcomes.
- Embedding integrity, inclusion, and innovation in every aspect of our teaching and operations.



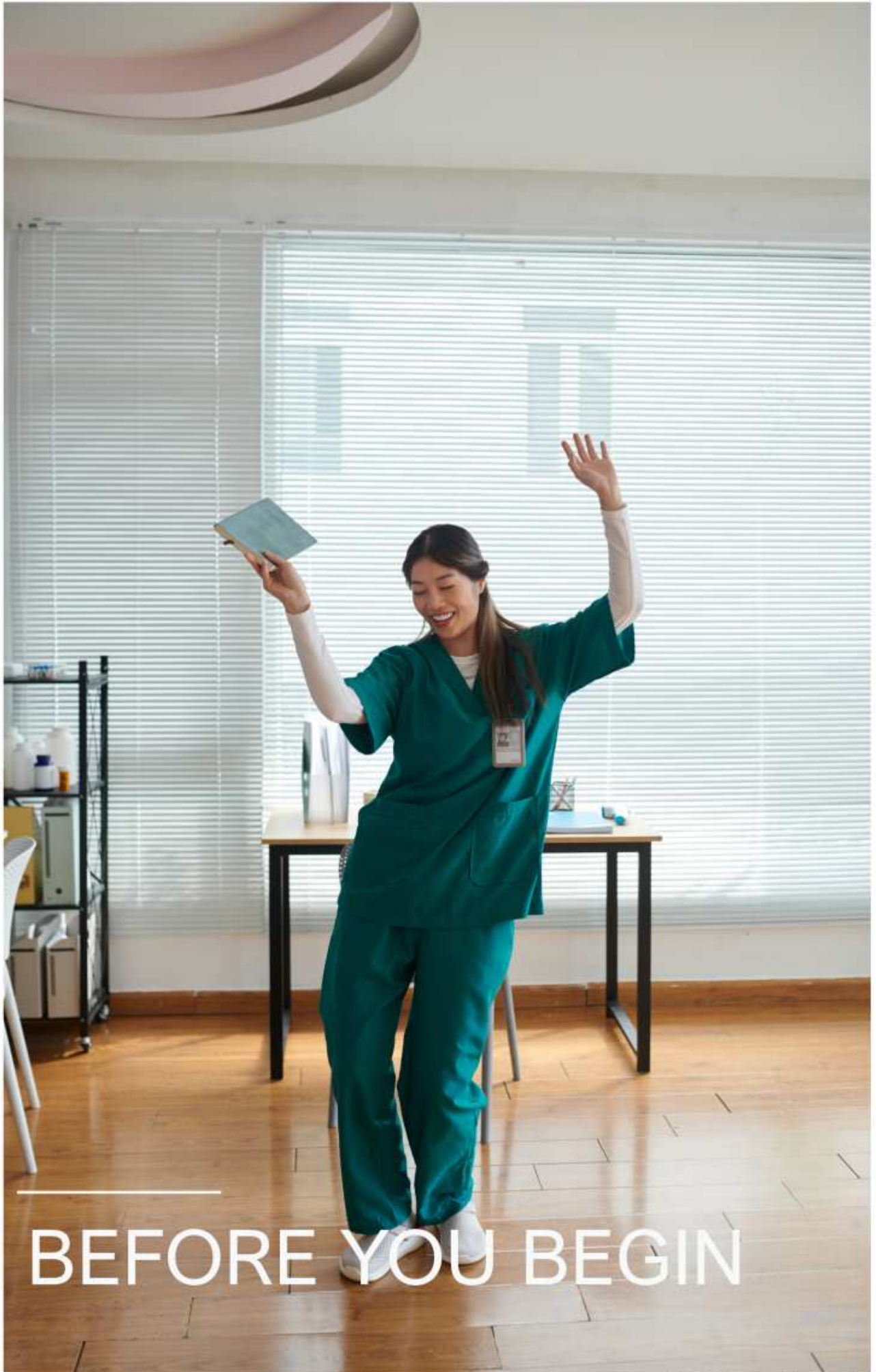
# PHILOSOPHY

At ICQA, we believe education is the most powerful form of transformation.

Our philosophy is simple:  
Right learner. Right course. Right time. Right outcome.

We equip learners with practical skills, recognised qualifications, and the confidence to thrive — wherever their career takes them.

We see every qualification not as an end, but as a launchpad — empowering our learners to Build Here, Grow Everywhere.



# BEFORE YOU BEGIN

# ENTRY REQUIREMENTS TO BE ACCEPTED INTO A COURSE

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## ELIGIBILITY

Information about any prerequisites or eligibility requirements for your chosen course is provided in your course information and on the ICQA website before you confirm your enrolment.

It's important that you review this information carefully to ensure you meet the entry criteria before your application is finalised.

To enrol in a course with International College of Queensland Australia (ICQA), you must meet the following requirements:

### Age Requirement

- All learners must be 18 years of age or older at the time of enrolment.
- By signing your enrolment form, you confirm that you are at least 18 years old.

### English Language Proficiency

- All learners must have sufficient English language skills to actively participate in training and assessment activities.
- Where English is not your first language, you may be asked to demonstrate proficiency through a language assessment or by providing evidence of prior study completed in English.

### Academic and Professional Background

- You must meet the academic or vocational prerequisites listed for your qualification.
- Enrolment in the BSB80320 Graduate Diploma of Strategic Leadership requires prior completion of a Bachelor of Nursing and/or Midwifery, or an equivalent qualification as assessed by ICQA.

### Evidence of Identity

- You must provide a copy of a current government-issued photo identity document as outlined in the ICQA Enrolment Form.



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## UNIQUE STUDENT IDENTIFIER (USI)

All Learners undertaking nationally recognised training in Australia must hold a UNIQUE STUDENT IDENTIFIER (USI). This requirement has been in place since 1 January 2015 under the Student Identifiers Act 2014 (Cth).

Your USI is a 10-character combination of letters and numbers that stays with you for life. It allows you to access an online record of your training achievements from any Australian training provider.

### How to Apply

If you don't already have a USI, you'll need to create one before you start your course.

You can apply online—it's free, fast, and only takes a few minutes.

▶ Watch: [How to Get Your USI \(YouTube\)](#)

🌐 Apply Online: <https://www.usi.gov.au/Learners/get-a-usi>

You will need one form of valid identification (such as your passport, birth certificate, or driver's licence) to complete your USI application.



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## UNIQUE STUDENT IDENTIFIER (USI)

### **Studying Online**

If you are studying online you are still required to hold a USI as your qualification is issued under the Australian national training framework. The same application process applies — you will need a valid form of identification to complete your USI application online.

### **Providing Your USI to ICQA**

As part of your enrolment, you must provide your USI to International College of Queensland Australia (ICQA) before your course commences.

If you are unable to create your own USI, ICQA can assist you to apply for one — but you'll need to complete a USI Consent Form authorising us to do so on your behalf.

### **Privacy and Data Protection**

ICQA handles all USI-related information in accordance with the Student Identifiers Act 2014 and Privacy Act 1988 (Cth).

Any personal information collected for the purpose of applying for or verifying a USI is securely destroyed once the application is completed, or when the information is no longer needed for that purpose.



## RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning (RPL) is a formal process that recognises the skills, knowledge, and experience you've gained through previous work, study, or life experiences — and maps them against the requirements of the qualification you're enrolling in.

In other words, RPL gives you credit for what you already know and can do.

### When to Apply

RPL applications must be submitted at the beginning of your course — after your enrolment has been approved but before you start formal training.

This allows ICQA to assess your evidence and determine whether any units can be credited toward your qualification.

### Who Can Apply

RPL is intended for individuals who can demonstrate that they already have current and relevant industry competencies that meet the performance standards of the unit or qualification they are applying for.

Your skills and knowledge will be assessed by a qualified ICQA trainer and assessor against the requirements of the training package or accredited course.

### What You'll Need to Provide

RPL is an evidence-based process — which means the outcome depends entirely on the evidence you submit. You'll need to provide documentation that demonstrates your competence for each unit of competency.

Your evidence must be:

- Current — Does it reflect your recent skills and experience (typically within the last two years)?
- Relevant — Is it directly related to the qualification or units you are applying for?
- Authentic and Valid — Does it clearly demonstrate your own skills, knowledge, and experience, and can it be verified?

Examples of evidence may include:

- Workplace documents, job descriptions, or project reports
- Certificates, transcripts, or statements of attainment
- References or validation letters from employers or supervisors
- Portfolios of work samples or photographs of completed work

### Next Steps

If you'd like to explore RPL, let your trainer or admissions advisor know during the enrolment process. ICQA will provide you with the RPL Application Kit, which includes detailed instructions, evidence requirements, and assessment criteria.

# CREDIT TRANSFER

International College of Queensland Australia (ICQA) recognises all qualifications, Statements of Attainment, and transcripts issued by any other Registered Training Organisation (RTO) in Australia for nationally recognised training.

If, during enrolment, it is identified that you have previously completed identical or equivalent units of competency to those included in your chosen qualification, ICQA will grant Credit Transfer (CT) for those units — once verified evidence has been received.

## How to Apply for Credit Transfer

To apply for a Credit Transfer, you must provide:

- A certified copy of your Statement of Attainment or qualification (including transcript of results) showing the exact unit codes and titles you have already completed.

Once received, ICQA will:

1. Verify your documentation with the issuing RTO or relevant register;
2. Determine whether the units are identical or equivalent to those in your ICQA course; and
3. Notify you of the outcome and any effect this may have on your study plan, course duration, or tuition fees.

## Important Notes

If Credit Transfer is granted before your course commences, your study plan will be updated to reflect the adjusted duration and any corresponding change to your tuition fees. Credit Transfer does not involve reassessment of your skills or knowledge — it simply acknowledges prior achievement of identical units.



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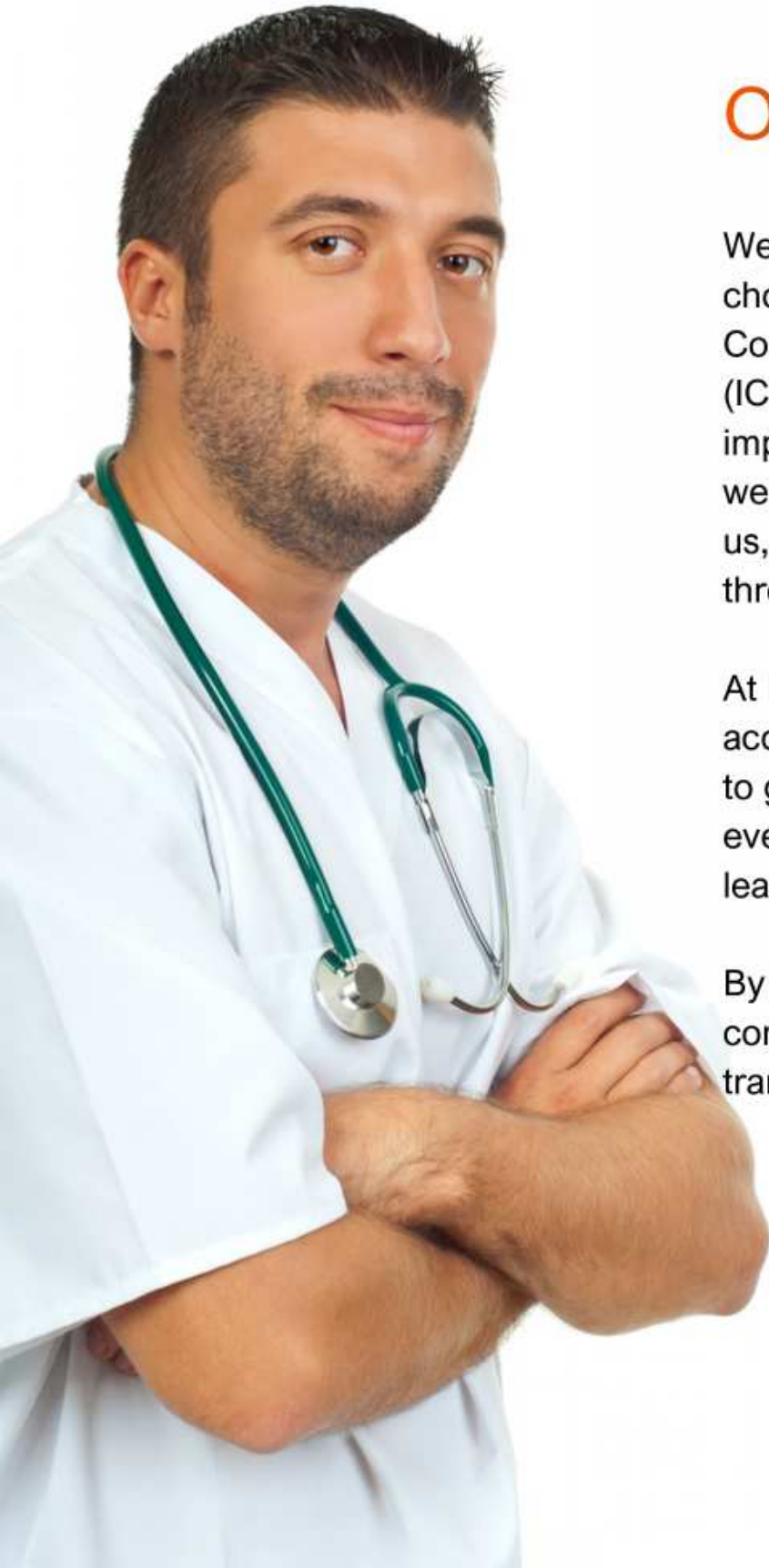
# YOUR ENROLMENT JOURNEY

## STEPS IN THE ENROLMENT PROCESS

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To complete your enrolment, you will need to:

- **Review Course Information** Carefully read the course information provided electronically or on the ICQA website [www.icqa.edu.au](http://www.icqa.edu.au).
- **Complete the Enrolment Form** Submit your signed enrolment form (electronic or paper version) with all required details.
- **Provide Identification Documents** Submit a clear, colour copy of a current government-issued photo identity document to confirm your identity and eligibility to enrol.
- **Provide Evidence of English Proficiency** Where English is not your first language, you may be asked to provide evidence of your English language ability. You will also be asked to complete the Language, Literacy and Numeracy (LLN) Indicator so that ICQA can identify whether any additional learning support would assist you in your studies.
- **Confirm Understanding** Acknowledge that you have read and understood this Learner Handbook, your course information, and the terms outlined in your Written Agreement.
- **Pay Your Fees** Once your Letter of Offer and Written Agreement have been issued, you'll receive a separate invoice with tuition and non-tuition fee details. Once payment has been received, ICQA will confirm your enrolment in writing and issue your enrolment documentation.



## OBLIGATIONS

We're genuinely excited that you've chosen to study with International College of Queensland Australia (ICQA). Before we begin, it's important that you understand how we work, what you can expect from us, and how we'll support you throughout your learning journey.

At ICQA, we see ourselves as your accountability partner — we're here to guide, challenge, and back you every step of the way. But great learning is a shared responsibility.

By enrolling with us, you've joined a community that values progress, transparency, and mutual respect.

# YOUR RESPONSIBILITIES AS A LEARNER

At ICQA, learning is a shared commitment. While we'll guide, support, and challenge you to succeed, it's ultimately your focus, effort, and consistency that will shape your results.

By enrolling with ICQA, you agree to uphold the following responsibilities throughout your studies:

- **Commit to Your Learning** — Stay focused on your goals and take responsibility for your own progress. Regular study, participation, and engagement are key to your success.
- **Manage Your Time** — Allocate regular time each week to complete coursework, assessments, and self-study. Staying consistent will help you stay on track and avoid unnecessary stress.
- **Stay Connected** — Maintain an active email address and mobile number, and respond promptly to ICQA communications. Important updates — including timetable changes, results, and compliance notices — are sent via these channels.
- **Communicate Early** — If anything arises that may affect your studies — illness, family commitments, financial challenges, or language barriers — let us know straight away. We'll work with you to find a solution or provide support.
- **Follow ICQA Policies and Code of Conduct** — Conduct yourself with integrity and professionalism in all interactions with ICQA staff, trainers, and other Learners. Treat everyone with respect and uphold ICQA's Code of Conduct at all times.
- **Meet Assessment Requirements** — Submit assessments on time and to the required standard. If you experience difficulties or need an extension, contact us as early as possible to discuss your options.
- **Keep Your Details Up to Date** — Notify ICQA within seven (7) days of any changes to your contact details, address, or emergency contacts.
- **Maintain Academic Integrity** — Ensure all work you submit is your own. Acts of plagiarism, collusion, or contract cheating are serious breaches of the Code of Conduct and may lead to disciplinary action.

# KNOW YOUR RIGHTS

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## WORK RIGHTS AS A LEARNER

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As a learner with ICQA, it is useful to understand your rights and entitlements in the Australian workplace — particularly if you are undertaking work placement, practicum activities, or are currently employed in your industry.

All workers in Australia, regardless of visa status or employment type, are entitled to:

- A minimum wage — currently \$25.38 per hour (Fair Work Commission, effective 1 July 2024). This is reviewed annually and Learners should check the Fair Work Ombudsman website for the most current rate.
- Safe working conditions in accordance with Work Health and Safety legislation
- Superannuation contributions from eligible employers
- Protection from discrimination, bullying, and harassment in the workplace

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## Tax File Number (TFN)

If you are working in Australia, you will need a Tax File Number (TFN). You can apply online at [www.ato.gov.au/tfn](http://www.ato.gov.au/tfn).

Need help?

- Fair Work Ombudsman: 13 13 94 | [www.fairwork.gov.au](http://www.fairwork.gov.au)
- Australian Taxation Office: [www.ato.gov.au](http://www.ato.gov.au)



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## ENROLMENT INTO YOUR COURSE

Before you begin your studies with International College of Queensland Australia (ICQA), it's important that you understand the steps involved in your enrolment and what documentation you'll need to provide.

Our Admissions Team will guide you through each stage to make sure your enrolment is complete, compliant, and clear.

Once your application has been accepted, you will receive an email from ICQA Admissions to your nominated email address containing:

- Details of your selected course, including duration, delivery mode, and start date
- A copy of this Learner Handbook
- A link to ICQA's Policies and Procedures page: [www.icqa.edu.au/policies](http://www.icqa.edu.au/policies)
- Information about fees, refunds, and your Written Agreement
- Any additional information required to finalise your enrolment

# WHAT HAPPENS

## NEXT? \_\_\_\_\_

### Enrolment Confirmation and Induction

Once your enrolment in your course has been confirmed, you will receive a Welcome Email from the ICQA Enrolment Team. This email will confirm your course details, training arrangements, and introduce you to your assigned Trainer and Assessor.

Your enrolment will be confirmed in writing once:

- your enrolment application has been accepted,
- all entry requirements have been met, and
- required tuition fees have been received.

Your enrolment confirmation is an important document that details your course, start date, and study arrangements. Please keep a copy at all times and check that all details are correct. If you identify any errors, contact the ICQA Admissions Team immediately at [info@icqa.edu.au](mailto:info@icqa.edu.au).

Following this, you will receive a phone call from the ICQA Learner Engagement Team to ensure you are ready to begin your studies. If our team cannot reach you directly, an SMS will be sent asking you to contact our office at your earliest convenience.

As part of your onboarding, we will complete a Training Induction to ensure you are confident with ICQA's learning systems, understand your course structure, and are fully equipped with the knowledge and tools to get started successfully.

At ICQA, we encourage open communication — questions are always welcome. If there is anything you don't understand, please reach out to your Trainer or the Learner Engagement Team.

We're here to help you every step of the way.

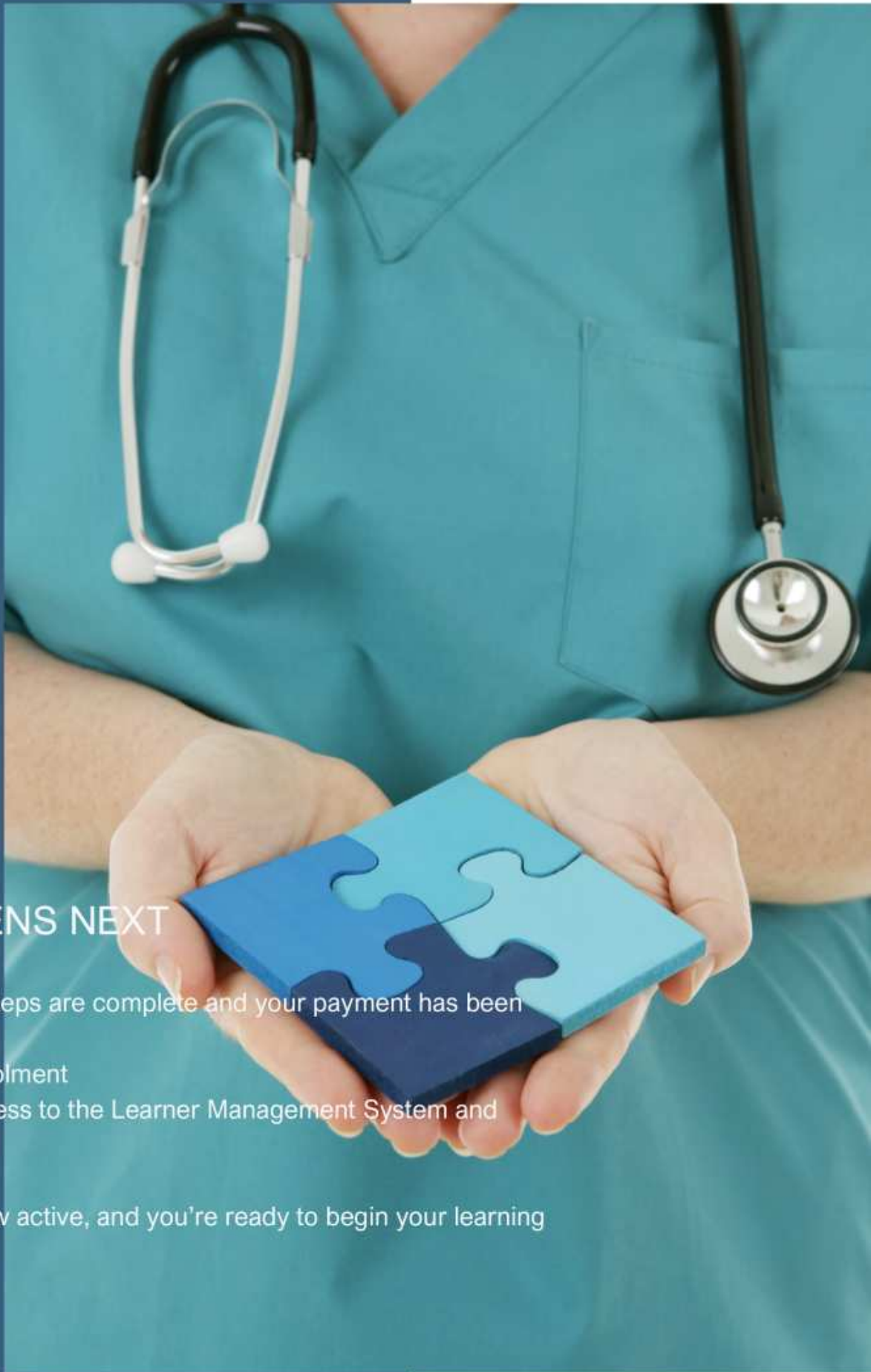
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## WHAT HAPPENS NEXT

When all enrolment steps are complete and your payment has been processed, ICQA will:

- Confirm your enrolment
- Prepare your access to the Learner Management System and learning platform

Your enrolment is now active, and you're ready to begin your learning journey at ICQA.





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## YOUR MANDATORY ORIENTATION

Before you begin your course, you are required to complete ICQA's online Orientation Module. This is the first module you will encounter when you log in to your eSkilled learning platform and must be completed before any course content is accessible. The Orientation Module is self-directed and takes approximately 2–3 hours to complete at your own pace. It is designed to ensure you are fully prepared, informed, and confident before your studies begin.

The module covers:

- Introduction to ICQA — who we are, our values, and how we operate
- How to navigate your eSkilled learning platform and access your course materials
- Academic expectations and assessment processes
- Your rights and responsibilities as a learner
- ICQA's policies and Code of Conduct
- How to access learner support services
- Health, safety, and wellbeing resources
- How to contact your Trainer and the Learner Engagement Team

Completion is mandatory. Your course content will not be unlocked until your Orientation Module has been completed and recorded in the system.

If you experience any technical difficulties accessing the platform or completing the module, contact the ICQA Learner Engagement Team immediately at [info@icqa.edu.au](mailto:info@icqa.edu.au) or call 0434 602 024.

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# AFTER ORIENTATION

Once you have successfully completed your Orientation Module, your course content will be unlocked and you will have full access to both of ICQA's online platforms:

**eSkilled Learner Portal — your student management system where you will find:**

- Your enrolment and personal details
- Course progress and attendance records
- Assessment submissions and results
- Notices and communications from ICQA

**ICQA Learning Platform — your dedicated learning environment where you will find:**

- Your course and qualification materials
- Learning resources, activities, and recorded content
- Assessment tasks and submission portals
- Trainer feedback and unit progress tracking

You will also receive a Welcome Email from the Learner Engagement Team confirming your access to both platforms and introducing you to the next steps in your learning journey.

If you experience any difficulties accessing either platform, contact the ICQA Learner Engagement Team immediately at [info@icqa.edu.au](mailto:info@icqa.edu.au) or call 0434 602 024.

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# LANGUAGE, LITERACY, NUMERACY AND DIGITAL (LLND)

At International College of Queensland Australia (ICQA), we understand that reading, writing, numeracy, and digital skills can be challenging for some learners — and that these challenges can sometimes cause anxiety or hesitation when returning to study. You're not alone. Many of our learners have faced similar concerns, and with the right support, they've gone on to achieve remarkable results. LLND is never a barrier to your success at ICQA.

## Identifying Support Needs

To ensure you have the best possible learning experience, we ask all learners (except for short course participants) to complete a Language, Literacy, Numeracy and Digital (LLND) Assessment as part of the enrolment process.

This assessment is quick and straightforward. It simply helps us identify any additional learning support or resources you may need before you commence your studies.

As part of your pre-enrolment, we also encourage you to tell us about any learning challenges, accessibility needs, or personal circumstances that could impact your study progress. This includes any difficulties you may have with using computers, navigating online platforms, or engaging with digital learning tools — as all of your study with ICQA is delivered online.

The more we know upfront, the better we can support you.

**Our Commitment to Supporting You**  
ICQA is committed to ensuring every learner has access to the educational and support services necessary to meet the requirements of their qualification or course.

To help you succeed, we will:

- Identify any individual support needs before enrolment or at the earliest opportunity
- Provide access to additional learning and support services throughout your studies
- Offer flexible, tailored support to suit your learning style and study goals

Support options may include:

- LLND support and coaching
- One-on-one trainer guidance delivered online
- Additional tutorials or study sessions via video call
- Dedicated assistance with navigating eSkilled and the ICQA Learning Platform
- Assistance with digital literacy and online learning tools
- Alternative formats of learning materials where appropriate
- Contextualised learning and assessment resources

If any additional support services attract an extra cost, ICQA will inform you before confirming your enrolment, ensuring full transparency.

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# LANGUAGE, LITERACY, NUMERACY AND DIGITAL (LLND)

## OUR DIGITAL COMPETENCY FRAMEWORK

At ICQA, our approach to assessing and supporting digital capability is grounded in the European Digital Competence Framework (DigComp 3.0) — an internationally recognised framework that describes the knowledge, skills, and attitudes individuals need to be digitally confident in work, learning, and everyday life.

DigComp 3.0 is organised around five core competence areas: Information and Data Literacy, Communication and Collaboration, Digital Content Creation, Safety, and Problem Solving. ICQA uses this framework to assess your digital readiness at enrolment and to guide any targeted support throughout your studies.

This means the digital support you receive at ICQA is not generic — it is structured, evidence-based, and aligned with both Australian Government digital skills policy and global best practice.



## OUR COMMITMENT TO SUPPORTING YOU

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# YOUR TRAINER

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Following successful contact with our Learner Engagement Team, your allocated Trainer and Assessor will reach out to personally introduce themselves and arrange your first online meeting. During this session, you'll be walked through your learning materials and assessment information, and you'll discuss your individual training plan.

Your trainer will organise a schedule of regular check-ins to support you throughout your training — keeping you on track, answering questions, and providing feedback on your progress.

At ICQA, we believe exceptional learners deserve exceptional trainers. Our Trainers and Assessors are qualified industry professionals with extensive hands-on experience. They're not just educators — they're mentors, guides, and experts committed to helping you achieve your goals.

Many of our trainers have worked at the coalface of their industry themselves, meaning they understand the challenges you face and the skills you need to succeed. You can expect them to bring real-world insights, a supportive approach, and a genuine commitment to your success.

Throughout your course, you will receive regular contact from your trainer via:

- Video calls and virtual meetings through ICQA's online platform
- Email and direct messaging through eSkilled
- SMS or phone contact for urgent matters
- Feedback and communications through the ICQA Learning Platform

We encourage you to engage actively with your trainer — reach out early if you have questions, are falling behind, or simply need guidance. The more connected you stay, the better your outcomes will be.

When you receive your trainer's contact details, save them somewhere accessible. You can also visit [www.icqa.edu.au](http://www.icqa.edu.au) to view trainer profiles and learn more about their industry backgrounds.

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## STAY CONNECTED WITH YOUR TRAINER

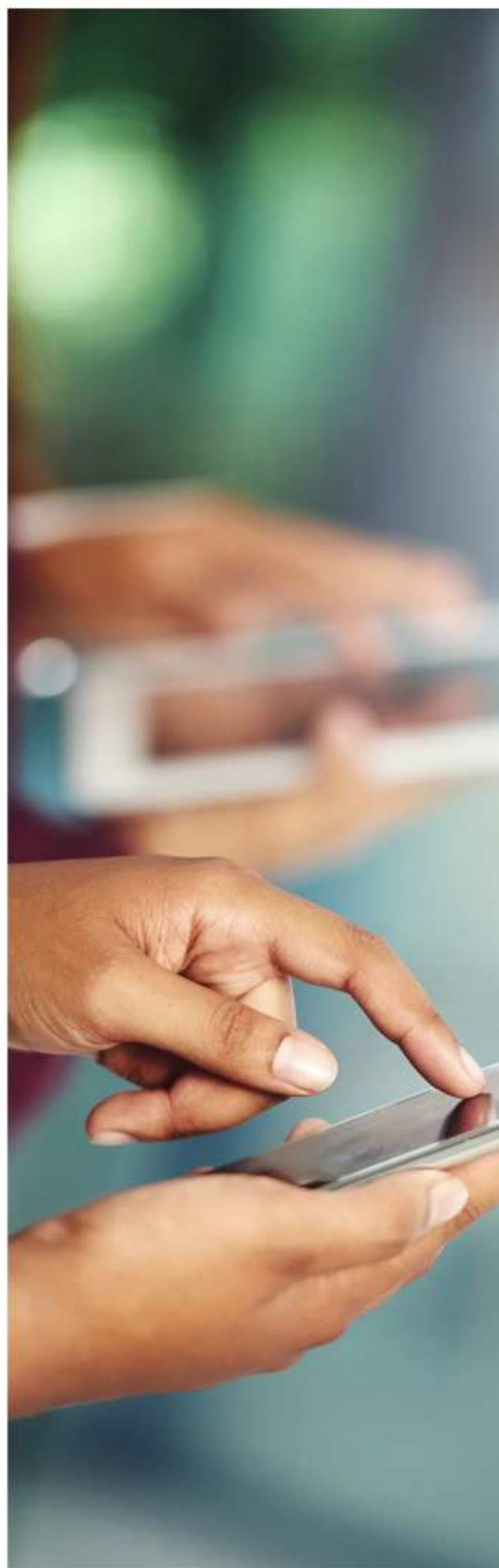
Your trainer is genuinely invested in your success and wants to see you thrive throughout your studies. We encourage you to stay actively engaged — share your thinking, ask questions, and reach out whenever you need guidance or feedback.

For units that require demonstration of practical skills or application of knowledge, your trainer will advise you on the most appropriate method of submitting evidence. This may include written responses, case study analysis, recorded presentations, or video demonstrations where relevant to your qualification.

When you receive your trainer's contact details, save them somewhere easily accessible. You can also visit [www.icqa.edu.au](http://www.icqa.edu.au) to view trainer profiles and learn more about their industry backgrounds and areas of expertise.

From time to time you may also receive messages from the ICQA office team through eSkilled or the ICQA Learning Platform. These may include course updates, assessment reminders, compliance notices, or general communications about your enrolment.

Please ensure you check both platforms regularly so you don't miss important information.





# LEARNING AT ICQA



## YOUR CODE OF CONDUCT

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### WHAT WE EXPECT OF YOU AS A LEARNER

At ICQA, we believe that a respectful, honest, and professional learning environment helps everyone succeed. To achieve this, we have established a Code of Conduct that sets clear expectations for how learners, trainers, and staff conduct themselves in all interactions — whether online, in written communications, or in any professional context connected to your studies.

By enrolling with ICQA, you agree to conduct yourself with integrity, honesty, and respect at all times. Our Code of Conduct ensures that everyone in our learning community feels safe, valued, and supported. It also outlines the process for addressing any inappropriate behaviour, should it occur.

Now, we're not here to parent you — but we do want you to know exactly what's expected.

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### WHAT WE EXPECT

- Be courteous and respectful in all interactions with ICQA staff, trainers, and fellow learners — including all online communications, discussion forums, video calls, and written submissions.
- Be honest and fair. Integrity matters — no false information, plagiarism, misleading behaviour, or misrepresentation of your identity or work.
- Communicate professionally — use respectful language and tone at all times, regardless of the platform or medium.
- Maintain confidentiality and privacy when dealing with information about other learners, staff, or any workplace or organisational context referenced in your studies.
- Respect the digital learning environment — do not disrupt, misuse, or attempt to manipulate ICQA's online platforms, learning systems, or assessment tools.
- Represent ICQA positively in any professional or industry context connected to your qualification.

## UNACCEPTABLE BEHAVIOUR AND CONSEQUENCES

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At ICQA, we take fairness and accountability seriously. Just like in life — when you do the wrong thing, there are consequences.

The same applies here.

- The following behaviours are not tolerated and may result in disciplinary action:
- Bullying, harassment, or discrimination of any kind — including via email, messaging platforms, video calls, or any other digital communication channel.
- Aggressive, abusive, or threatening behaviour directed at any ICQA staff member, trainer, or fellow learner.
- Dishonesty in assessment or documentation — including plagiarism, contract cheating, collusion, or misrepresentation of identity.
- Unauthorised sharing, copying, or distribution of ICQA's learning materials, assessment tools, or another learner's work.
- Attempting to manipulate, bypass, or misuse ICQA's online learning platforms or assessment systems.
- Breach of confidentiality or privacy obligations in relation to other learners, staff, or any organisational information encountered during your studies.



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## INVESTIGATION PROCESS

If a learner is alleged to have breached the ICQA Code of Conduct, the matter will be investigated promptly and confidentially. You will be notified in writing and given the opportunity to provide a written response to any allegations before a decision is made.

All breaches are investigated in line with ICQA's Learner Misconduct and Disciplinary Procedure, ensuring fairness, confidentiality, and the right to respond.

### Outcomes

If the investigation determines that a breach has occurred, ICQA may issue one or more of the following actions depending on the nature and severity of the behaviour:

- A verbal or written warning
- Suspension from training or assessment activities
- Termination of enrolment without notice

Where a learner's enrolment is terminated due to misconduct, they will forfeit any tuition fees already paid.

All decisions regarding termination of enrolment are made by the Chief Executive Officer (CEO), Dr Roy Prasad, following a review of all evidence and submissions.

Learners have the right to appeal any decision made under this process through ICQA's Complaints and Appeals Policy and Procedure.

We all work better when we treat one another with respect, dignity, and professionalism — that's what the ICQA culture is built on.

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## PLAGIARISM, COLLUSION AND CONTRACT CHEATING

At ICQA, we uphold the highest standards of academic integrity. Plagiarism, collusion, and contract cheating are serious breaches of this integrity and will not be tolerated. Simply put — make the work your own.

### Plagiarism

Plagiarism is the act of taking another person's work, ideas, or words and presenting them as your own without appropriate acknowledgement. This may occur intentionally or unintentionally.

Intentional plagiarism involves a deliberate attempt to copy or reproduce another's work. Unintentional plagiarism often arises from a lack of understanding about how to correctly reference or acknowledge a source. Both are taken seriously at ICQA.

Examples of plagiarism include:

- Failing to properly reference or acknowledge the work of others.
- Copying part or all of another person's work.
- Submitting work that is copied or paraphrased from books, journals, or online sources without citation.
- Using material generated by artificial intelligence (AI) without disclosure or without authorisation from your Trainer.

## A NOTE ON ARTIFICIAL INTELLIGENCE (AI)

ICQA recognises that AI tools are increasingly present in everyday study and work contexts. However, submitting AI-generated content as your own work — without disclosure and without your Trainer's explicit authorisation — constitutes plagiarism and will be treated as academic misconduct.

Where your Trainer permits the use of AI tools as part of an assessment task, you will be clearly advised of the conditions and boundaries of acceptable use. When in doubt, always ask your Trainer before using any AI tool in the preparation or completion of assessment work.

### Collusion

Collusion occurs when a learner works with another person on an assessment task that is intended to be completed individually, or when a learner assists someone else to commit plagiarism.

If you are collaborating as part of a group task, each learner's individual contribution must be clearly identified and acknowledged. You must not submit another learner's work as your own.

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## CONTRACT CHEATING

Contract cheating occurs when a learner engages another person or service — paid or unpaid — to complete or substantially contribute to their assessment tasks.

This includes:

- Purchasing or commissioning work from an online company or third party.
- Engaging unauthorised editing or writing services.
- Asking another learner, friend, or professional to complete work on your behalf.
- Using AI tools to generate substantial portions of assessment responses without authorisation.

### **Consequences of Academic Misconduct**

Breaches of academic integrity contravene ICQA's Learner Code of Conduct and are considered serious misconduct. If a breach is suspected, ICQA will conduct a formal investigation.

Depending on the severity, outcomes may include:

- An official written warning
- A Not Yet Competent result for the relevant unit
- Suspension or termination of enrolment in severe or repeated cases

All learners will be notified in writing of any allegations and provided the opportunity to respond in writing before any decision is made.



# DEFERRAL, SUSPENSION OR CANCELLATION OF ENROLMENT

## Learner-Initiated Deferral

You may request to defer (postpone) your course start date or pause your studies for compassionate or compelling circumstances.

Examples include:

- Serious illness or injury
- Death of a close family member
- Traumatic experience
- Natural disaster or significant event outside your control
- Significant personal or family hardship

## How to Apply

1. Submit a written request via [info@icqa.edu.au](mailto:info@icqa.edu.au)
2. Include supporting evidence (such as a medical certificate, statutory declaration, or other relevant documentation)
3. ICQA will acknowledge your request and respond within 10 working days

## If Approved

- Your enrolment will be placed on hold for the agreed deferral period
- Your study plan and assessment schedule will be updated accordingly
- Any impact on your tuition fees or payment schedule will be communicated to you in writing

Maximum deferral period: 12 months, unless exceptional circumstances apply and an extension is approved in writing by the CEO.



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## LEARNER-INITIATED SUSPENSION

You may request to temporarily pause your studies after your course has commenced. The same process applies as for a deferral — a written request with supporting evidence of compassionate or compelling circumstances is required.

### How to Apply

Submit a written request via [info@icqa.edu.au](mailto:info@icqa.edu.au) including supporting evidence. ICQA will acknowledge your request and respond within 10 working days.

### During a suspension period:

- You will not have access to course materials or assessment activities on the ICQA Learning Platform or eSkilled
- Your assessment deadlines and study plan will be paused for the approved suspension period
- Any impact on your tuition fees or payment schedule will be communicated to you in writing

## PROVIDER-INITIATED SUSPENSION

ICQA may suspend your enrolment for:

- Serious misconduct
- Non-payment of fees
- Breach of the ICQA Code of Conduct

### PROCESS:

1. Written notice of intention to suspend will be issued with a minimum of 20 working days' notice
2. You will have the opportunity to respond through ICQA's Complaints and Appeals process
3. Your enrolment will continue during the appeals period
4. A final decision will be provided to you in writing





## CANCELLATION OF ENROLMENT

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ICQA may cancel your enrolment for:


- Continued non-payment of fees after written warning
- Serious or repeated breach of the Code of Conduct
- Failure to maintain satisfactory course progress following intervention
- Providing false or misleading information at any point during enrolment

### Learner-Initiated Cancellation

If you wish to withdraw from your course, submit a written notice to [info@icqa.edu.au](mailto:info@icqa.edu.au). Refund eligibility will be assessed in accordance with ICQA's Refund Policy, a copy of which is available at [www.icqa.edu.au/policies](http://www.icqa.edu.au/policies).

### Your Right to Appeal

You have the right to appeal any ICQA decision regarding suspension or cancellation before it is finalised. Appeals are managed in accordance with ICQA's Complaints and Appeals Policy and Procedure.



## ATTENDANCE AND ENGAGEMENT REQUIREMENTS

ICQA monitors learner engagement and course progress to ensure that all learners are supported to achieve successful outcomes.

As your studies are delivered fully online, attendance is measured by your active engagement with the ICQA Learning Platform and eSkilled learner portal.

This includes:

- Logging in and progressing through course materials within expected timeframes
- Participating in scheduled online sessions, webinars, or virtual check-ins with your Trainer
- Submitting assessments by the due dates outlined in your study plan
- Responding to communications from your Trainer and the Learner Engagement Team within a reasonable timeframe

Learners are expected to maintain a minimum engagement level of 80% across all scheduled course activities in each study period. Falling below this threshold, or failing to demonstrate satisfactory course progress, may trigger ICQA's Intervention Strategy to provide additional support and guidance.

Repeated failure to meet engagement or progress requirements may result in suspension or cancellation of enrolment in accordance with ICQA's policies.

For full details refer to ICQA's Attendance and Course Progress Policy at [www.icqa.edu.au/policies](http://www.icqa.edu.au/policies).

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## ISSUING CERTIFICATES

At ICQA, we want you to be proud of your new skills and qualifications — so we ensure your certificate reflects the quality of your achievement.

ICQA issues AQF (Australian Qualifications Framework) certification documentation to learners who have successfully completed all requirements of their training product. Certification documents include:

- A Qualification Testamur (Certificate)
- A Record of Results (for completed qualifications)
- A Statement of Attainment (for partial completion or individual units of competency)

All certification documentation is issued digitally and delivered to your nominated email address. Physical copies are available upon request — please refer to the Incidental Fees section of this handbook for applicable charges.

### **Timeframe for Issuance**

ICQA will issue certification documentation within 30 calendar days of the learner being assessed as meeting all requirements of their training product, provided that:

- The program of study has been completed in full, and
- All agreed fees owed by the learner have been paid in full.

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# ISSUING CERTIFICATES

## UNIQUE STUDENT IDENTIFIER (USI) REQUIREMENT

ICQA will not issue any AQF certification documentation unless a verified Unique Student Identifier (USI) has been provided, in accordance with the Student Identifiers Act 2014, unless an exemption applies.

If you have not yet provided your USI to ICQA, please do so immediately to avoid any delay in the issuance of your certification. Refer to the USI section of this handbook for guidance on how to apply.

## STATEMENTS OF ATTAINMENT

All ICQA learners who complete one or more accredited units of competency, but not an entire qualification, are entitled to receive a Statement of Attainment listing the successfully completed units.

## RECORDKEEPING AND REISSUE

ICQA maintains a secure register of all qualifications and Statements of Attainment issued. All certification records are retained in accordance with the Standards for RTOs 2025 and applicable recordkeeping legislation.

If you require a replacement certificate, please refer to the Incidental Fees section of this handbook for current reissue charges and procedures.



# FEEES, POLICIES & COMPLIANCE

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# COURSE FEES



ICQA is a full-fee education provider. This means all learners are fee-paying students and are responsible for payment of their tuition and related course fees. Our fees are structured to ensure fairness, transparency, and compliance with the Standards for RTOs 2025.

## Tuition Fees

Tuition fees cover the cost of:

- Training and assessment delivery
- Access to the ICQA Learning Platform and eSkilled learner portal
- All learning resources and course materials provided digitally through your platforms
- Support from your allocated Trainer and Assessor throughout your program
- Access to the ICQA Learner Engagement Team for ongoing support

Specific course fees and any additional charges are outlined in your Letter of Offer and Written Agreement, which you will receive prior to enrolment confirmation. Fees may vary depending on your chosen qualification and duration of study.

## Additional Fees (if applicable)

Additional charges may apply for:

- Re-issuance of qualification certificates or Statements of Attainment
- Re-assessment where additional attempts are required beyond those included in your enrolment
- Late payment or dishonoured transaction fees
- Replacement or reissue of digital credentials or learner documentation

A detailed Fee Schedule is published on the ICQA website at [www.icqa.edu.au/policies](http://www.icqa.edu.au/policies) and is reviewed annually.



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## COURSE FEES

### PAYMENT TERMS

All learners must pay the initial deposit as outlined in their Letter of Offer and Written Agreement before their enrolment can be confirmed and access to the ICQA Learning Platform and eSkilled learner portal is granted.

In accordance with the Standards for RTOs 2025, ICQA will not collect more than \$1,500 from any learner prior to the commencement of their course. Following commencement, ICQA will not hold more than \$1,500 in advance at any given time.

This protection ensures that your fees are managed transparently and responsibly throughout your enrolment.

Remaining tuition fees are paid according to the instalment plan outlined in your Written Agreement. All fee payment schedules, instalment amounts, and due dates will be clearly communicated to you in writing before you confirm your enrolment.



## REFUNDS AND WITHDRAWALS

ICQA's Refund Policy ensures consistency, fairness, and compliance with legislative requirements. Refunds are only considered where the conditions outlined in the policy are met, including:

- Course cancellation by ICQA
- Withdrawal by the learner, subject to applicable notice periods and conditions
- Exceptional compassionate or compelling circumstances, assessed on a case-by-case basis

Refunds are processed within four (4) weeks of receiving a valid written request and required supporting documentation.

For full details refer to the ICQA Refund Policy, available at [www.icqa.edu.au/policies](http://www.icqa.edu.au/policies) or upon request from the Learner Support Team.

### NON-PAYMENT OF FEES

Failure to meet fee payment obligations may result in:

- Suspension of access to training, assessment activities, and online platforms
- Withholding of results, certificates, or Statements of Attainment
- Cancellation of enrolment after due written notice

If you are experiencing financial difficulty, please contact the ICQA Accounts Team immediately at [info@icqa.edu.au](mailto:info@icqa.edu.au) or call 0434 602 024. We're here to help you discuss a possible payment plan before the situation escalates.

# CONSUMER AGREEMENTS

ICQA complies with the Australian Consumer Law (ACL) under the Competition and Consumer Act 2010 (Cth). This ensures that all learners are treated fairly and transparently in any enrolment or payment process.

Under Australian Consumer Law, there are two main types of consumer agreements that may apply to your enrolment with ICQA:

## Solicited Consumer Agreements

A solicited consumer agreement occurs when you initiate contact with ICQA — for example, when you:

- Enquire directly through our website or by phone
- Attend an information session or webinar
- Request a call or consultation with one of our staff or authorised representatives
- Submit an enquiry or application through the ICQA website

When you voluntarily seek information or request enrolment in an ICQA training product, your agreement is considered solicited.

In these cases, no statutory cooling-off period applies once your enrolment has been confirmed. Refunds and withdrawals are managed according to the conditions outlined in the ICQA Refund Policy and Cancellation Policy, available at [www.icqa.edu.au/policies](http://www.icqa.edu.au/policies).

## UNSOLICITED CONSUMER AGREEMENTS

An unsolicited consumer agreement occurs when ICQA or one of our representatives approaches you without invitation — for example:

- Contacting you by phone without a prior request from you
- Approaching you in a public place or at an event outside of ICQA's place of business

In these cases, Australian Consumer Law provides a 10-business-day cooling-off period beginning the first business day after the agreement is made — that is, the day you confirm your enrolment in writing.

During this 10-day cooling-off period:

- ICQA must not accept or request payment for tuition fees
- If you provide credit card details, ICQA may pre-authorise payment details but no funds will be debited until the cooling-off period has expired
- If you choose to cancel within the cooling-off period, the agreement becomes void and you must return any materials supplied by ICQA immediately

To cancel within the cooling-off period, you must provide written notice of termination to [info@icqa.edu.au](mailto:info@icqa.edu.au).

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# LEGISLATION

As a Registered Training Organisation (RTO), ICQA is required to comply with legislation designed to uphold the integrity, quality, and national recognition of all qualifications we deliver.

ICQA operates in accordance with the following key legislation and regulatory frameworks:

## NATIONAL LEGISLATION AND FRAMEWORKS

- National Vocational Education and Training Regulator Act 2011 (Cth)
- Standards for Registered Training Organisations (RTOs) 2025
- Australian Qualifications Framework (AQF) 2nd Edition
- Student Identifiers Act 2014 (Cth)
- Competition and Consumer Act 2010 (Cth) — Australian Consumer Law

## OTHER RELEVANT COMMONWEALTH AND STATE LEGISLATION

ICQA also complies with a range of other legislation and standards that support fair, safe, and ethical practice in education and employment, including but not limited to:

- Anti-Discrimination and Equal Opportunity legislation
- Child Protection and Working with Children laws
- Fair Work Act 2009 (Cth) — including harassment, bullying, and workplace rights
- Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs)
- Work Health and Safety (WHS) Acts and Regulations
- Student Identifiers Act 2014 (Cth) — Unique Student Identifier (USI) requirements
- Copyright Act 1968 (Cth) — relevant to online learning materials and digital content



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# LEGISLATION

## COMMITMENT TO THE VET QUALITY FRAMEWORK

ICQA is dedicated to maintaining compliance with the VET Quality Framework, which underpins the delivery of nationally recognised training and includes:

- The Standards for RTOs 2025
- The Australian Qualifications Framework (AQF)
- The Fit and Proper Person Requirements
- The Financial Viability Risk Assessment Requirements
- The Data Provision Requirements

## LEGISLATIVE UPDATES AND CONTINUOUS IMPROVEMENT

ICQA actively monitors changes in Commonwealth and State legislation, including those relating to RTOs, workplace safety, privacy, and digital compliance.

Any updates affecting learners will be communicated via email or through policy updates on our website.

For the latest updates, visit [www.icqa.edu.au/policies](http://www.icqa.edu.au/policies).

Further information about these legislative and regulatory frameworks can be found at [www.legislation.gov.au](http://www.legislation.gov.au) and [www.asqa.gov.au](http://www.asqa.gov.au).





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SUPPORT, SAFETY &  
WELLBEING

# HEALTH, SAFETY AND WELLBEING

ICQA is committed to maintaining a safe, inclusive and supportive learning environment for all learners and staff.

All learners and staff are expected to conduct themselves in a manner consistent with Work Health and Safety (WHS) principles, including maintaining their own wellbeing and contributing to a safe and respectful online learning community.

## EMERGENCY SITUATIONS

If you are in Australia and experience a personal emergency during your studies, please contact the relevant emergency services immediately.

- Emergency services (Police, Fire, Ambulance): 000
- ICQA after-hours emergency contact: +61 420 457 883
- ICQA business hours: 0434 602 024

ICQA's Learner Engagement Team is also available to provide support and referral to appropriate services where possible.

## MENTAL HEALTH AND WELLBEING

ICQA recognises that studying online can sometimes feel isolating, and that learners may experience stress, anxiety, or personal challenges that affect their ability to engage with their studies. If you are struggling, please reach out to your Trainer or the Learner Engagement Team early — we are here to help.

Australian-based learners can also access the following free support services at any time:

- Lifeline: 13 11 14 — 24/7 crisis support
- Beyond Blue: 1300 22 4636 — mental health support
- Head to Health: [www.headtohealth.gov.au](http://www.headtohealth.gov.au)

## ACCESSIBILITY AND INCLUSION

ICQA is committed to providing an inclusive learning environment where all learners are treated with respect and dignity. If you have a disability, learning difference, or health condition that may affect your studies, please inform our team confidentially so that reasonable adjustments can be made to support your learning and participation.

For details, refer to ICQA's WHS Policy and Access and Equity Policy at [www.icqa.edu.au/policies](http://www.icqa.edu.au/policies).

# CRITICAL INCIDENT RESPONSE

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## IN AN EMERGENCY

- Emergency services (Police, Fire, Ambulance): 000
- ICQA after-hours emergency contact: +61 420 457 883
- ICQA business hours: 0434 602 024

## WHAT IS A CRITICAL INCIDENT?

A critical incident is any traumatic event that causes extreme stress or poses a risk to the safety and wellbeing of a learner or staff member. Examples include:

- Serious injury, illness, or death
- Natural disaster or significant environmental event
- Family violence or personal safety crisis
- Psychological crisis or mental health emergency
- Any situation requiring emergency services involvement

## ICQA'S RESPONSE

ICQA takes the safety and wellbeing of all learners seriously, regardless of where they are located. Within 24 hours of becoming aware of a critical incident, ICQA will:

- Activate the Critical Incident Response Team
- Attempt to contact the affected learner and their nominated emergency contact
- Arrange referral to appropriate support services — including medical, psychological, or financial assistance where possible
- Document the incident and all actions taken in accordance with ICQA's Critical Incident Policy

# CRITICAL INCIDENT RESPONSE

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IN AN EMERGENCY



# CRITICAL INCIDENT RESPONSE

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## ONGOING SUPPORT

Following a critical incident, ongoing support may include:

- Referral to professional counselling services (free and confidential)
- Course adjustments, deferral, or suspension of studies
- Emergency financial assistance where applicable
- Regular follow-up contact from the Learner Engagement Team

## WELFARE CHECK PROTOCOL

If you are concerned about the welfare of a fellow learner, please do not wait.

Take the following steps:

1. Attempt to contact them directly via phone or email
2. Contact ICQA immediately on 0434 602 024 or [info@icqa.edu.au](mailto:info@icqa.edu.au)
3. If you believe there is immediate risk to life, contact emergency services on 000 without delay

It is always better to raise a concern that turns out to be unnecessary than to wait and not act.

## 24/7 SUPPORT SERVICES

- Lifeline: 13 11 14 — 24/7 crisis support
- Beyond Blue: 1300 22 4636 — mental health support
- 1800 RESPECT: 1800 737 732 — family violence support
- Police (non-emergency): 131 444
- Head to Health: [www.headtohealth.gov.au](http://www.headtohealth.gov.au)

# ADDITIONAL IMPORTANT INFORMATION

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## INCIDENTAL FEES

In addition to tuition fees, ICQA may charge incidental fees for the reissue of official documents or credentials. These fees cover administrative costs associated with reissuing certification documentation.

- Replacement Qualification or Statement of Attainment — \$120.00 (including GST)
- Electronic copies of all certification documents are provided free of charge
- A written request must be submitted to the ICQA Administration Team explaining the circumstances requiring reissue

All requests for replacement documents must be submitted in writing to [info@icqa.edu.au](mailto:info@icqa.edu.au).

Please note that as ICQA operates as a fully online provider, all official certification documentation is issued digitally as standard. Physical certificate production and postage charges may apply where a hard copy is specifically requested.

## FEEDBACK

ICQA values open and honest communication with all learners. Your feedback plays a vital role in helping us improve our courses, systems, and services.

From time to time you may receive surveys from ICQA about your training experience, assessment quality, or support services. Feedback may be collected via email, SMS, or online surveys through your learning platforms.

A mandatory end-of-course questionnaire will also be provided to every learner upon completion, withdrawal, or cancellation of their training. We encourage you to take the time to complete these forms — your insights genuinely help shape our continuous improvement.

## REFUNDS

All refunds are processed in accordance with the ICQA Refund Policy. Refund eligibility and processes are clearly defined in your Letter of Offer and Written Agreement.

To view the most current Refund Policy, visit [www.icqa.edu.au/policies](http://www.icqa.edu.au/policies)

# ADDITIONAL IMPORTANT INFORMATION

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## PRIVACY

ICQA respects and protects your right to privacy. Our Privacy Policy and Privacy Notice explain how we collect, store, use, and share your personal information, and outline your rights to access and correct your data.

We are committed to ensuring that all personal information is handled securely, in compliance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs). As an online provider, ICQA collects and stores personal information digitally. This includes enrolment data, assessment records, engagement data from your learning platforms, and communications.

All data is managed in accordance with our Privacy Policy and applicable legislation.

To view our full Privacy Policy, visit [www.icqa.edu.au/policies](http://www.icqa.edu.au/policies).





## LEARNER SUPPORT & WELFARE SERVICES

### LEARNER SUPPORT AND WELFARE SERVICES

At ICQA, we believe that every learner deserves to feel supported, safe, and connected throughout their learning journey, our goal is to ensure you have access to the academic, personal, and wellbeing support you need to succeed.

We understand that studying online can present its own unique challenges — from managing your time and technology to balancing study with work and family commitments. That's why our support framework is designed to help you feel confident, capable, and cared for at every step.

### ACADEMIC SUPPORT

Your Trainer and Assessor is your first point of contact for help with course materials, assessment tasks, and feedback.

You can expect:

- Guidance on study techniques and time management strategies suited to online learning
- One-on-one virtual support sessions with your Trainer
- Timely feedback and mentoring to strengthen your progress
- Access to all course resources, recorded sessions, and assessment templates through the ICQA Learning Platform and eSkilled learner portal
- Support with navigating your online platforms and digital learning tools

If you are having difficulty keeping up with your course, contact your Trainer or the Learner Engagement Team early — we can help implement an Intervention Strategy to get you back on track before the situation escalates.

# LEARNER SUPPORT & WELFARE SERVICES

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## PERSONAL AND WELLBEING SUPPORT

ICQA provides access to confidential support for learners who may experience personal, emotional, or other challenges during their studies.

Support includes:

- General wellbeing and stress management guidance
- Referral to professional counselling or mental health services
- Guidance on balancing study, work, and personal commitments
- Support for learners experiencing technology access difficulties or digital confidence challenges

For personal support, contact the Learner Engagement Team at [info@icqa.edu.au](mailto:info@icqa.edu.au) or call 0434 602 024.

## LANGUAGE, LITERACY, NUMERACY AND DIGITAL (LLND) SUPPORT

Before commencing your course you will complete an LLND assessment. This ensures we can provide appropriate and targeted support throughout your studies where needed — including additional reading or writing assistance, digital literacy guidance, and support with online learning tools. Refer to the LLND section of this handbook for full details.



# LEARNER SUPPORT & WELFARE SERVICES

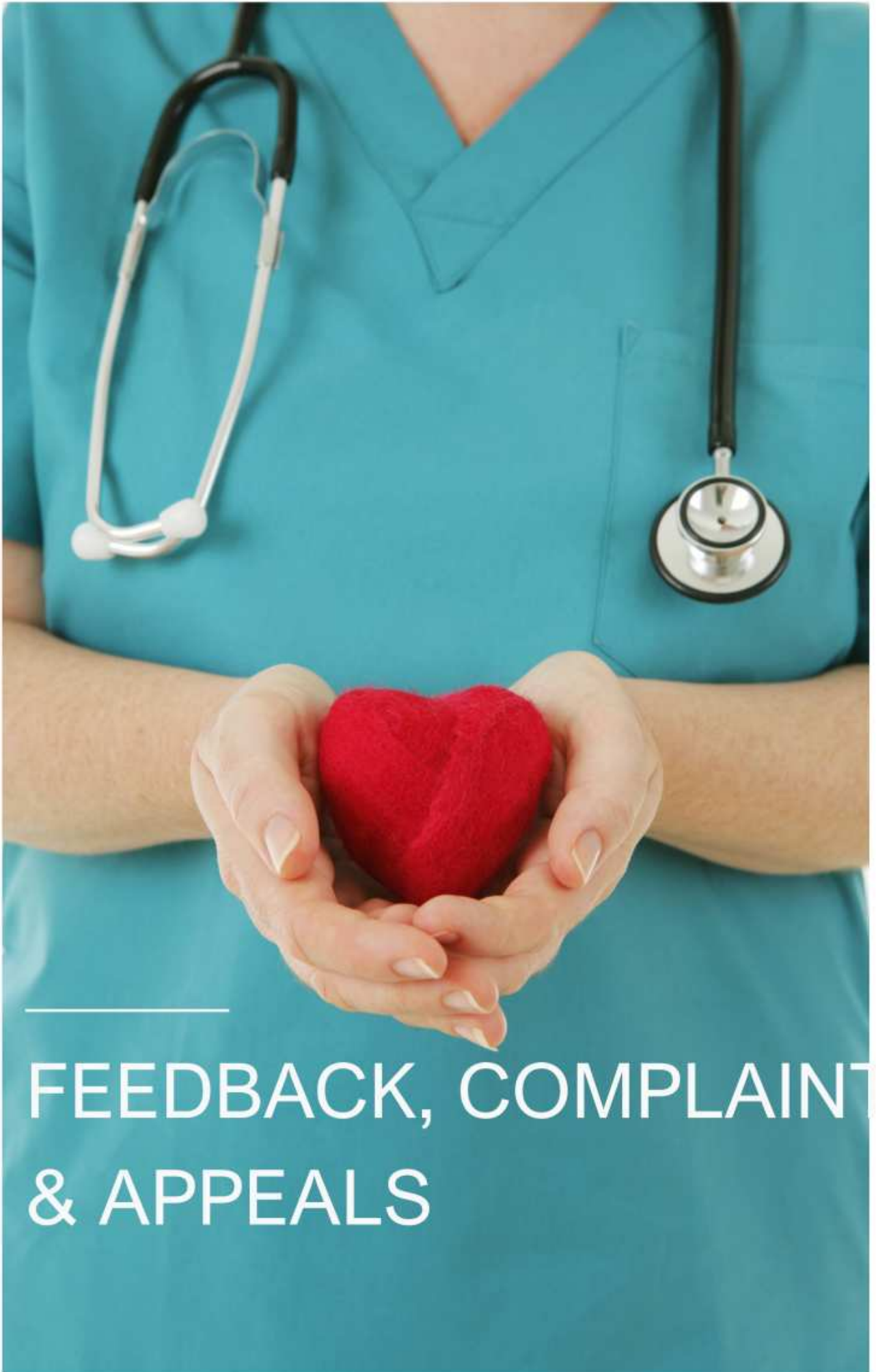
## EXTERNAL SUPPORT SERVICES

ICQA maintains connections with trusted external services to support learner wellbeing.

These include:

- Lifeline: 13 11 14 — 24/7 crisis support
- Beyond Blue: 1300 22 4636 — mental health support
- 1800 RESPECT: 1800 737 732 — family violence support
- Head to Health: [www.headtohealth.gov.au](http://www.headtohealth.gov.au)
- Police (non-emergency): 131 444





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# FEEDBACK, COMPLAINTS & APPEALS

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# COMPLAINTS AND APPEALS

At ICQA, we're committed to maintaining a transparent, fair, and supportive environment for all learners, staff, and partners. We work hard to ensure every interaction — whether with learners, trainers, or the broader ICQA team — is positive and professional.

However, we recognise that sometimes things may not go as planned. When this happens, ICQA provides a clear and accessible process for you to make a complaint or appeal a decision.

We take all complaints and appeals seriously, and we view them as valuable opportunities to review and strengthen our systems, services, and relationships.

## COMPLAINTS

A complaint may relate to:

- The conduct of ICQA staff, trainers, assessors, or other learners — including conduct in online communications, virtual sessions, or digital platforms
- Training delivery, assessment processes, or course materials
- Support services or administrative matters
- Technical issues with ICQA's online learning platforms that have not been resolved through normal support channels

If you wish to make a formal complaint, submit your written complaint to [info@icqa.edu.au](mailto:info@icqa.edu.au). All complaints are acknowledged in writing and investigated promptly, confidentially, and fairly.

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# COMPLAINTS AND APPEALS

01

INITIAL PROCESS

In the first instance, we encourage you to attempt to resolve any concern or grievance informally. You can contact the ICQA Learner Engagement Team directly to discuss your concern:

- Phone: 0434 602 024
- Email: [info@icqa.edu.au](mailto:info@icqa.edu.au)

Our team will listen, discuss possible resolutions, and refer the matter to the relevant staff member or department where appropriate.

If the issue cannot be resolved informally, you will be asked to submit your complaint in writing with all relevant details and supporting evidence.

The matter will then be referred to the ICQA Management Team for formal review and investigation.

02

MAKING AN APPEAL

An appeal is a formal request to review a decision made by ICQA — such as an assessment outcome, disciplinary action, or enrolment decision.

Appeals must be lodged in writing within 20 working days of receiving the original decision. Formal appeals should be directed to:

Attention: Dr Roy Prasad, Chief Executive Officer [info@icqa.edu.au](mailto:info@icqa.edu.au)

When lodging a formal appeal, please include:

- A clear description of the decision being appealed
- The reasons for your appeal
- Any relevant supporting documentation or evidence

All appeals are acknowledged in writing within five (5) business days of receipt. Your appeal will be reviewed by a staff member independent of the original decision-maker to ensure fairness and impartiality.

You will be advised of the outcome in writing within 10 business days where possible, and no more than 60 calendar days unless exceptional circumstances apply.



## 03

### MEDIATION

If you believe the outcome of your formal complaint or appeal was unfair, biased, or inconsistent with ICQA policy, you may request an independent external review.

ICQA will arrange for an independent mediator through the Australian Mediation Association. Mediation costs will be shared equally between the learner and ICQA.

Requests for mediation must be made in writing to [info@icqa.edu.au](mailto:info@icqa.edu.au).

# 04

## TIMING

- ICQA commences assessment of all complaints and appeals within 10 working days of lodgement
- All outcomes are finalised within 60 calendar days unless exceptional circumstances apply
- All learners receive a written outcome statement including reasons for the decision
- ICQA retains all complaint and appeal documentation for a minimum of five years

For full details, timeframes, and escalation procedures refer to the ICQA Complaints and Appeals Policy at [www.icqa.edu.au/policies](http://www.icqa.edu.au/policies).



## ASSESSMENT APPEALS

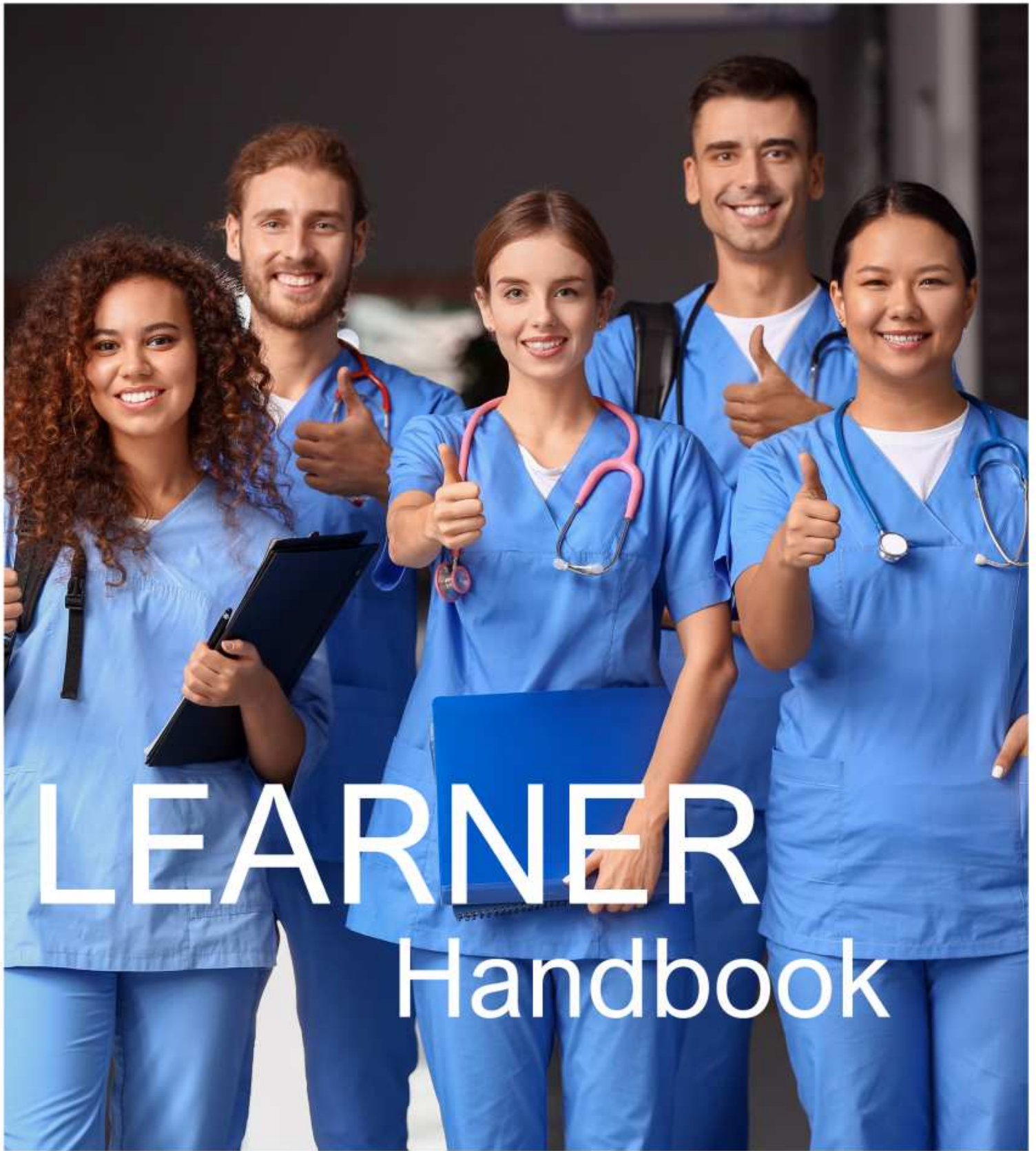
If you wish to appeal an assessment outcome, you must lodge your appeal in writing within 21 days of receiving your result. Your first step is to discuss the outcome with your Trainer and Assessor to review the evidence and clarify the reasoning behind the decision. If you remain dissatisfied, the assessment will be independently reviewed through ICQA's validation process.

## EXTERNAL COMPLAINTS

Before lodging a complaint or appeal external to ICQA, you must first exhaust ICQA's internal process as outlined above.

If you remain unsatisfied after all internal processes have been completed, you may contact:

- National Training Complaints Hotline: 13 38 73 — select option 4
- Website: [www.education.gov.au/NTCH](http://www.education.gov.au/NTCH)



# LEARNER Handbook

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