

INTERNATIONAL COLLEGE OF QUEENSLAND AUSTRALIA

# Learner Support Services

*What ICQA offers, how to access it, and who to call when you need help.*

Learner information | RTO \_\_\_\_\_ | Registered with ASQA | Standards for RTOs 2025

## Early

Tell us as soon as possible

## Confidential

Your disclosures stay private

## Free

No extra cost for enrolled learners

## Flexible

Online delivery, your schedule

ICQA delivers training 100% online via eSkilled. We know that learners come to us with different circumstances — different work schedules, different learning histories, different levels of confidence, different needs. Our job is to identify that early and respond to it properly. Not with a form. With actual support.

### Our commitment to you

From your first enquiry through to your final assessment, ICQA is here to make sure you can actually complete your qualification. That means identifying what support you might need early — and doing something about it.

### What support is available

<p><b>Academic and learning support</b></p>	<p>Your trainer is your primary academic support. They're not just there to deliver content — they're there to help you work through it. One-on-one coaching, additional review sessions, study guidance, and assessment preparation support are all available.</p>
<p><b>Language, literacy, numeracy and digital (LLND)</b></p>	<p>Before you start, ICQA completes a short LLND check to understand your baseline. If we identify that you need extra support in reading, writing, numeracy, or using digital tools in your course — we put a plan in place. We don't just note it and move on.</p>
<p><b>Flexible scheduling</b></p>	<p>ICQA's learners are busy people. Because delivery is fully online via eSkilled, you have flexibility in how you work through your program. If you need additional scheduling support, talk to us. We can arrange flexible self-paced arrangements with scheduled support check-ins.</p>
<p><b>Wellbeing and personal support</b></p>	<p>If something personal is affecting your study — stress, anxiety, family pressure, financial difficulty, health — you can speak to us in confidence. We'll talk through what's happening and connect you with the right support. ICQA does not expect you to manage everything alone.</p>

**Reasonable adjustment**

If you have a disability, health condition, or other individual need, ICQA can adjust how training is delivered or how assessment works — so you can participate on equal terms. See our Reasonable Adjustment — Your Rights document ([LR 0385a]) for the full explanation.

**Tell us early — it makes a difference**

The earlier you tell us about a support need, the more we can do. ICQA can put a plan in place before your program starts if we know what you need. Mid-program is still fine. But Day 1 is always better than Week 6.

You can disclose a support need:

- On your enrolment form
- During your pre-enrolment conversation
- At orientation
- By emailing [compliance@icqa.edu.au](mailto:compliance@icqa.edu.au)
- By contacting your trainer directly through eSkilled

You don't need a formal diagnosis or a letter from a doctor to ask for support. You just need to tell us what's making things harder. We'll take it from there.

**What happens when you tell us**

- We have a private conversation with you to understand your situation properly
- Where a support plan is appropriate, we create one in consultation with you and share it with your trainer
- Your trainer applies the agreed support consistently throughout your program
- We check in regularly to make sure it's actually working — and adjust if it's not
- If your needs go beyond what ICQA can provide, we refer you to the right external service

**External support services**

Service	Contact / Purpose
Lifeline	13 11 14 — 24/7 crisis support and mental health
Beyond Blue	1300 22 4636 — Mental health and wellbeing support
1800RESPECT	1800 737 732 — Family violence support
Salvation Army	13 72 58 — Financial and social welfare assistance
Fair Work Ombudsman	13 13 94 — Workplace rights and employment conditions

## Learner Support Services

National Training Complaints Hotline	13 38 73 — Training quality and RTO complaints
TAFE Queensland — Foundation Skills	1300 308 233 — LLN and foundation skills programs

### Your privacy

Anything you share about a support need — a disability, a health condition, a personal challenge — is kept strictly confidential. It is shared only with the ICQA staff directly involved in supporting you. It will never be passed to any other party without your written consent. It is stored securely in eSkilled and handled in accordance with the Privacy Act 1988 (Cth).

### If the support doesn't work

If you feel that ICQA has not provided support it committed to, or that a support decision was made unfairly, you have the right to raise a formal complaint. See our Complaints and Appeals — Your Rights document ([LR 0285a]), or contact us directly.

### Get in touch

Want to talk through your support needs before you enrol? Contact us.

**Compliance Manager**

compliance@icqa.edu.au

**Suite 2, 5–11 Noel Street**

Slacks Creek QLD 4127

**www.icqa.edu.au**

RTO 45592

#### Also available on our website

Reasonable Adjustment — Your Rights ([LR 0385a]) Complaints and Appeals — Your Rights ([LR 0285a]) Consumer Protection — Your Rights ([LR 0386a]) Fees and Refunds — What You Need to Know ([LR 0387a]) Recognition of Prior Learning — Your Rights ([LR 0383a])