

# Your Guide to Enrolling with ICQA

*Everything you need to know before you commit — your rights, your fees, your support, and what to expect.*

International College of Queensland Australia | Published in accordance with the Standards for RTOs 2025  
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<p><b>RTO 46584</b> Nationally registered training provider</p>	<p><b>\$1,500</b> Maximum fees collected before your course starts</p>	<p><b>80%</b> Minimum engagement expected throughout study</p>	<p><b>30 Days</b> Maximum time to receive your certificate</p>
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## About ICQA

International College of Queensland Australia (ICQA) is an Australian-owned Registered Training Organisation (RTO No. 46584), delivering nationally recognised qualifications from our campus at Suite 2, 5–11 Noel Street, Slacks Creek, Queensland 4127.

Our mission is simple: Build Here, Grow Everywhere. We deliver practical, nationally accredited training designed to produce real outcomes — qualifications that are recognised across Australia and relevant to the industries our learners work in.

This guide is for you — a prospective learner considering study with ICQA. It covers what we offer, what you will pay, your rights before and during enrolment, and what you can expect from us throughout your learning journey. We publish it because you have a right to this information before you sign anything.

### Our regulatory commitment.

ICQA is registered with and regulated by the Australian Skills Quality Authority (ASQA). This guide is produced in accordance with QA3 of the Standards for Registered Training Organisations 2025, which requires us to provide you with accurate, complete, and transparent information before you enrol.

## Our Qualifications

ICQA currently delivers two nationally recognised qualifications. All qualifications are registered on the National Training Register at [training.gov.au](http://training.gov.au) and are recognised across Australia.

<p><b>BSB80320</b>                  Graduate Diploma of Strategic Leadership  <i>AQF Level 8   Graduate-level qualification</i></p> <p>Designed for people seeking or stepping into leadership roles who want to formalise their leadership with a nationally recognised qualification — building strategic leadership, business acumen, and organisational management skills for senior and executive positions across any industry.</p> <p>Entry: A Diploma or Advanced Diploma in a related field plus 3 years of leadership and management experience, or 5 years of equivalent experience (assessed by ICQA).</p>	<p><b>CHC33021</b>                  Certificate III in Individual Support  <i>AQF Level 3   Vocational qualification</i></p> <p>For those entering or returning to the aged care and individual support workforce. Includes mandatory work placement with approved host employers.</p> <p>Entry: No prior qualification required. Suitable for career changers, returnees, and those new to community services.</p>
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**What does 'nationally recognised' mean for you?**  
 A qualification earned at ICQA carries the same legal standing across every state and territory in Australia. It is issued under the Australian Qualifications Framework (AQF) and is recognised by employers, government agencies, and registration bodies nationwide.

## Entry Requirements

Before we can confirm your enrolment, you must meet the entry requirements for your chosen course. These are assessed as part of the application process — not after you have paid any fees.

### Requirements common to all courses

- You must be at least 18 years of age at the time of enrolment.
- You must have sufficient English language proficiency to actively participate in training and assessment. Where English is not your first language, you may be asked to demonstrate proficiency through a language assessment or evidence of prior study in English.
- You must provide a copy of a current, government-issued photo identity document.
- You must have or obtain a Unique Student Identifier (USI) before your course commences — see the USI section below.

### BSB80320 — Graduate Diploma of Strategic Leadership

- Entry to this qualification (as set on training.gov.au) is limited to applicants who have either: completed a Diploma or Advanced Diploma in a related field of study and at least three years of equivalent full-time relevant workplace experience at a significant level of leadership and management responsibility; or at least five years of equivalent full-time relevant workplace experience at a significant level of leadership and management responsibility. Suitability is assessed by ICQA at the time of application.
- Demonstrated leadership or management experience is highly regarded.

### CHC33021 — Certificate III in Individual Support

- No prior qualification is required.
- You must be willing and able to complete mandatory work placement with an approved host employer. ICQA will assist you to identify a suitable placement where possible.
- A current Working with Vulnerable People / Police Check may be required by your host employer prior to placement commencement.

## Language, Literacy, Numeracy and Digital Assessment (LLND)

As part of the application process, all prospective learners (except short course participants) are asked to complete an LLND assessment. This is not a test you pass or fail — it is a tool that helps ICQA understand what support you may need during your studies.

The assessment covers four areas:

- Language and literacy — your reading and writing skills
- Numeracy — your ability to work with numbers and data
- Digital literacy — your comfort using computers, online platforms, and digital tools

ICQA uses the European Digital Competence Framework (DigComp 3.0) as the standard for assessing digital capability. This internationally recognised framework ensures your digital support — if needed — is structured, evidence-based, and targeted to your actual needs.

LLND Result	What happens next
You meet the required level	Your application proceeds to the offer stage.
You are near the minimum threshold	We review your results with you and discuss whether additional support or bridging can be arranged. Many learners proceed successfully with the right support in place.

LLND Result	What happens next
Your result is below the required standard	We contact you to discuss your options — including a re-sit, a bridging pathway, or whether a different course may be more suitable. No pressure, no penalty.

**LLND support is a strength, not a barrier.**

If the assessment identifies support needs, ICQA will develop an Individual Support Plan with you before your course begins. Support is tailored to your specific needs and is part of what your tuition fees cover.

## Your Enrolment Journey — Step by Step

Here is exactly what happens from the moment you enquire through to the first day of your course:

Step	Action
1	Enquiry — Contact ICQA by phone, email, or our website. We will send you course information, this guide, and the Learner Handbook so you can make an informed decision before applying.
2	Application — Complete and submit the ICQA Enrolment Application Form with your identity documents and any required evidence of prior qualifications.
3	LLND Assessment — Complete the online LLND assessment. Results are reviewed within 2 business days. We will contact you to discuss the outcome.
4	Offer — If your application is successful, you will receive a Letter of Offer setting out your course, start date, fees, and payment schedule.
5	Written Agreement — Review and sign the Written Agreement (Enrolment Agreement). This document confirms your course, your fees, the payment schedule, and your refund rights. No tuition fee is collected before this is signed.
6	Fee Payment — Pay the initial deposit as specified in the Written Agreement. ICQA will not collect more than AUD 1,500 in advance of your course commencing.
7	USI Verification — Provide or create your Unique Student Identifier (USI). ICQA can assist you with this.
8	Enrolment Confirmed — You receive a written enrolment confirmation, your eSkilled portal credentials, and access to your course.

Step	Action
9	Welcome & Onboarding — We welcome you, confirm your eSkilled access, and walk you through your rights, the Learner Handbook, and how to find your way around your course. There is no module to unlock — you can begin straight away.
10	Course Commencement — Begin your studies. Your allocated Trainer and Assessor will make contact to walk you through your learning plan.

**Nothing is confirmed until you have signed the Written Agreement.**

ICQA will not begin collecting tuition fees, issue a portal login, or confirm your enrolment until you have received and signed the Written Agreement. You are not committed until you sign.

## Your Unique Student Identifier (USI)

All learners undertaking nationally recognised training in Australia must hold a Unique Student Identifier (USI). This is a legal requirement under the Student Identifiers Act 2014 (Cth). ICQA cannot issue any certification — including a Qualification Certificate or Statement of Attainment — without a verified USI on file.

Your USI is a free, 10-character reference number that stays with you for life and gives you access to a record of all your training achievements from any Australian provider.

If you do not yet have a USI:

- Apply online at [www.usi.gov.au](http://www.usi.gov.au) — it is free, quick, and requires one form of valid identification (passport, birth certificate, or driver's licence).
- Alternatively, complete a USI Consent Form authorising ICQA to apply on your behalf.

**International learners — you still need a USI.**

If you are completing your studies online from outside Australia, you are still required to hold a USI because your qualification is issued under the Australian national training framework. The same application process applies.

## Fees and Payment

### What fees will I pay?

ICQA is a full-fee training provider. All fees are set out in the Letter of Offer and the ICQA Schedule of Fees, which is published on our website at [www.icqa.edu.au/policies](http://www.icqa.edu.au/policies) and provided to you before you are asked to sign anything.

Fee Type	What it covers	When you pay
Application Fee (non-refundable)	Administrative cost of processing your application.	At application — before any offer is made.
Enrolment / Administration Fee	Enrolment processing, portal set-up, and onboarding materials.	On signing your Written Agreement.
Tuition Fee	Training delivery, LMS access, learning resources, Trainer support throughout your program.	Per the instalment schedule in your Written Agreement.
Materials / Resources Fee	Printed materials or equipment where required for your course.	Before the relevant unit or module commences.
Assessment Re-sit Fee	Applies from the third assessment attempt for a unit of competency.	Before the re-sit is scheduled.
Replacement Credential Fee	Reissue of a lost or damaged certificate. Electronic copies are free; physical copies attract a fee (see Schedule of Fees).	On request, before reissue.
Late Payment Fee	Applies where an instalment is not received within the agreed timeframe.	As specified in your Written Agreement.

**How much can ICQA collect before my course starts?**

Under the Standards for RTOs 2025, ICQA will not collect more than AUD 1,500 from you before your course commences. After commencement, at no point will ICQA hold more than AUD 1,500 in advance of services delivered. Your instalments are aligned to the delivery of your training — not collected in large lump sums up front.

**Employer-sponsored learners.**

The \$1,500 advance fee limit applies to fees paid directly by you or a family member (individual consumer payments). It does not apply where your employer or a government funding body is paying on your behalf, as these are business-to-business arrangements. Your Written Agreement will clearly document the payment arrangement.

### GST and your fees

Your tuition fees for nationally recognised training at ICQA are GST-free under the A New Tax System (Goods and Services Tax) Act 1999. Some incidental charges (such as physical certificate postage) may attract GST — these are clearly identified in the Schedule of Fees.

## Recognition of Prior Learning (RPL) and Credit Transfer

### Credit Transfer

ICQA recognises all qualifications, Statements of Attainment, and transcripts issued by any other registered RTO in Australia. If you have previously completed units identical or equivalent to those in your chosen course, ICQA will grant Credit Transfer for those units — once verified evidence is provided.

To apply, provide a certified copy of your Statement of Attainment or transcript showing the relevant unit codes. Credit Transfer does not involve reassessment — it is simple recognition of prior achievement. Any credit granted will be reflected in your adjusted study plan and fee schedule.

### Recognition of Prior Learning

RPL allows ICQA to formally recognise the skills and knowledge you have already gained through work experience, previous study, or life experience — and map them against the requirements of your chosen qualification. If successful, you may be assessed as competent in one or more units without completing full training.

RPL is an evidence-based process. Your evidence must be current (typically within the last two years), relevant, authentic, and sufficient to demonstrate competency. Examples include workplace documents, references from employers, photographs of completed work, and prior training records.

To explore RPL, raise it with your Trainer or Admissions Officer during the application process. ICQA will provide you with the RPL Application Kit.

## Your Refund Rights

ICQA's refund policy is fair, clearly documented, and complies with Australian Consumer Law. The table below summarises your entitlements. The full policy is published at [www.icqa.edu.au/policies](http://www.icqa.edu.au/policies).

Your situation	Your refund	Paid within
You decide to withdraw		

Your situation	Your refund	Paid within
You give written notice 10 or more business days before your course starts	<b>100% of tuition fees paid (Application Fee non-refundable)</b>	14 calendar days
You give written notice fewer than 10 business days before your course starts	<b>50% of tuition fees paid</b>	14 calendar days
You withdraw after commencement but before 20% of the course is delivered	<b>20% of tuition fees paid for that course or unit</b>	14 calendar days
You withdraw after more than 20% of the course is delivered	No refund — unless exceptional circumstances apply (see below)	—
Exceptional circumstances — serious illness, family emergency, significant unforeseen hardship (with supporting evidence)	Assessed case by case by the CEO — partial or full refund, or fee credit, may be approved	14 calendar days of decision
<b>ICQA cancels or cannot deliver your course</b>		
ICQA cancels your course before it starts	<b>100% of all fees paid, including Application Fee</b>	14 calendar days
ICQA postpones your start date by more than 4 weeks and you choose not to proceed	<b>100% of all fees paid, including Application Fee</b>	14 calendar days
ICQA is unable to deliver your course (provider default)	<b>100% of all fees paid for undelivered training, plus a Statement of Attainment for completed units</b>	14 calendar days of notification

**Your Australian Consumer Law rights apply independently of this table.**

Regardless of the refund schedule above, you have legal rights under Australian Consumer Law (ACL) that cannot be removed by any agreement. If ICQA does not deliver what was described to you, or makes a misleading representation, you are entitled to remedies under the ACL. Contact the ACCC ([acc.gov.au](http://acc.gov.au)) or Queensland Fair Trading ([qld.gov.au/fairtrading](http://qld.gov.au/fairtrading)) if needed.

### How to request a refund

Submit a completed Refund Request Form in writing to ICQA Administration (info@icqa.edu.au or in person). The form is available from our Administration Team and via the eSkilled student portal. Include any supporting documentation if applying on exceptional circumstances grounds. Approved refunds are paid by EFT within 14 calendar days.

### Consumer Agreements and Your Cooling-Off Rights

ICQA complies with the Australian Consumer Law. Most enrolments at ICQA are solicited agreements — meaning you contacted us to find out about our courses. For these enrolments, the standard refund policy applies once you have signed your Written Agreement.

If ICQA or one of our representatives ever contacts you without prior invitation — for example by cold call or at a public event — Australian Consumer Law provides you with a statutory 10-business-day cooling-off period from the date you sign the enrolment agreement. During this period:

- ICQA must not collect any tuition fees
- You can withdraw from the agreement without any penalty
- Any fees collected must be returned in full within 14 calendar days

**ICQA does not engage in unsolicited sales or cold-call marketing.**

If you contacted us first — through our website, by phone, or by attending an information session — no cooling-off period applies and our standard refund policy governs your enrolment. If you are ever unsure, contact us to clarify before you sign.

### Your Responsibilities as a Learner

By enrolling with ICQA, you agree to uphold the following responsibilities throughout your studies. These are not bureaucratic formalities — they reflect what genuine participation looks like:

Responsibility	What this means in practice
Commit to your learning	Stay focused on your goals. Study regularly, submit assessments on time, and engage actively with your Trainer and course materials.
Maintain engagement	ICQA monitors active engagement in place of attendance. You are expected to maintain a minimum 80% engagement level across all scheduled course activities. Falling below this may trigger a support intervention.
Stay connected	Keep an active email address and mobile number on file with ICQA. Respond to communications from your Trainer and the Learner

Responsibility	What this means in practice
	Engagement Team promptly. Important notices — including compliance updates — are sent via these channels.
Communicate early	If anything happens that may affect your studies — illness, work changes, financial difficulty, family commitments — contact us before it becomes a problem. We have support pathways and can often adjust your plan.
Maintain academic integrity	All work submitted must be your own. Plagiarism, collusion, and contract cheating (including use of AI tools without authorisation) are serious breaches that can result in a Not Yet Competent result or cancellation of your enrolment.
Keep your details current	Notify ICQA within 7 days of any change to your contact details, address, or emergency contacts.
Respect the learning community	Conduct yourself with professionalism and respect in all interactions — with trainers, staff, and fellow learners — whether in person, online, or in written communications.

## What You Can Expect from ICQA

Enrolment is a mutual commitment. Here is what ICQA commits to providing throughout your learning journey:

Our commitment	How we deliver it
Qualified trainers and assessors	All ICQA trainers hold the Certificate IV in Training and Assessment (TAE40122 or equivalent) and maintain current vocational competency in their industry. You will not be taught by someone who is not qualified to assess you.
Fair and valid assessment	Your assessments are designed to be valid, reliable, flexible, and fair. You will be clearly told what is required for each assessment task before you begin.
LLND and digital support	If your LLND or digital screening identifies support needs, we will develop an Individual Support Plan with you — at no additional cost — before your course begins.
At-risk monitoring	ICQA monitors your engagement and progress weekly. If you are falling behind, we will contact you proactively — not wait for you to fail.

Our commitment	How we deliver it
Academic support	Your allocated Trainer and Assessor is your first point of contact for course questions, assessment guidance, and feedback. You will have regular scheduled contact throughout your course.
Welfare support	ICQA provides access to personal, financial, and wellbeing support. Confidential referrals to external services are available where your needs exceed what we can provide internally.
Complaints and appeals	You have the right to make a complaint or appeal any decision at any time, without fear of disadvantage. See the Complaints section below.
Your credential, on time	If you successfully complete all requirements and all fees are paid, ICQA will issue your Qualification Certificate or Statement of Attainment within 30 calendar days.

## Welcome & Onboarding — Your First Step

There is no module to finish before you can begin — your course is open to you from day one. Instead, as you start, we make sure you are set up and know your way around, and your Trainer and Assessor reaches out personally to welcome you.

As you get started, we make sure you know:

- Introduction to ICQA — who we are, our values, and how we operate
- How to navigate your eSkilled learner portal and the ICQA Learning Platform
- Your academic expectations and the assessment process
- Your rights and responsibilities as a learner
- ICQA's Code of Conduct and key policies
- How to access learner support services
- Health, safety, and wellbeing information
- How to contact your Trainer and the Learner Engagement Team

We confirm your onboarding in your eSkilled record once you have been welcomed, received the Learner Handbook, and confirmed your access — nothing is locked behind a module. If you have any trouble getting in, contact us straight away at [info@icqa.edu.au](mailto:info@icqa.edu.au) or 0434 602 024.

## Complaints and Appeals

ICQA is committed to resolving concerns fairly, quickly, and confidentially. Raising a complaint will never affect your enrolment, your results, or your access to services.

Stage	When to use it	Timeframe
Informal — contact us directly	Raise a concern with your Trainer, the Learner Engagement Team, or Administration. Many concerns are resolved at this stage without a formal process.	We aim to resolve within 5 business days.
Formal complaint	Submit a written complaint to <a href="mailto:info@icqa.edu.au">info@icqa.edu.au</a> . Include full details and any supporting evidence.	Acknowledged within 2 business days. Decision issued within 14 calendar days.
Internal appeal	If you disagree with the formal complaint outcome, submit a written appeal addressed to Dr Roy Prasad, CEO.	Acknowledged within 2 business days. Decision within 14 calendar days.
External escalation	After ICQA's internal process is exhausted, or if 30 days pass without resolution, you may contact an external body.	External bodies set their own timeframes.

External bodies you can contact:

- Australian Skills Quality Authority (ASQA) — for matters relating to the quality of training delivery: [www.asqa.gov.au](http://www.asqa.gov.au)
- National Training Complaints Hotline — 13 38 73 (select option 4) or [www.education.gov.au/NTCH](http://www.education.gov.au/NTCH)
- Australian Competition and Consumer Commission (ACCC) — for Australian Consumer Law matters: [acc.gov.au](http://acc.gov.au)
- Queensland Office of Fair Trading — for consumer protection matters in Queensland: [www.qld.gov.au/fairtrading](http://www.qld.gov.au/fairtrading)

## Learner Support and Wellbeing

ICQA provides the following support services to all enrolled learners at no additional cost:

Support type	What's available
Academic support	Regular scheduled contact with your Trainer and Assessor; one-on-one virtual sessions; timely feedback on assessments; access to all recorded course content and resources.
LLND and digital support	Tailored support based on your LLND and DigComp assessment results; additional reading and writing assistance; digital literacy coaching and platform support.
Welfare and personal support	Confidential discussions with ICQA welfare staff; referral to external counselling or mental health services; guidance on balancing study with work and personal commitments.
Financial hardship	If you are experiencing payment difficulties, contact our Administration Team before an instalment falls overdue. We will discuss a payment plan adjustment before the situation escalates.
Accessibility and reasonable adjustment	If you have a disability, learning difference, or health condition that may affect your studies, inform us confidentially. Reasonable adjustments will be made to support your participation.

### 24/7 external 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)
- Head to Health — [www.headtohealth.gov.au](http://www.headtohealth.gov.au)

## Key Contacts

Contact	For	How to reach us
ICQA Administration	Enrolment enquiries, forms, Written Agreement, fee queries	info@icqa.edu.au   0434 602 024
Learner Engagement Team	Course questions, onboarding, support referrals, wellbeing	info@icqa.edu.au   0434 602 024
ICQA After-Hours Emergency	Emergency situations during your studies	+61 420 457 883
Website — Policies	Refund Policy, Fee Schedule, all published policies	www.icqa.edu.au/policies
USI Registry	Create or verify your Unique Student Identifier	www.usi.gov.au
ASQA	National training regulator — complaints, registration queries	www.asqa.gov.au
NTCH	National Training Complaints Hotline	13 38 73 (option 4)

*This guide is published in accordance with the Standards for Registered Training Organisations 2025 (QA3— Information and Transparency).*

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