



# LEARNER Handbook

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## STUDY LOCAL, GO GLOBAL

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)

042 045 7883

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RTO ID 01351B

## Information about ICQA

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Saturday: 8:30am to 1pm

Sunday: Closed

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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, multicultural learning community.

At ICQA, our mission is simple — Study Local, Go Global. We're committed to providing world-class 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. R Prasad*

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



At International College of Queensland Australia (ICQA), we believe that learning is a lifelong journey. Building your skills, knowledge, and experience matters—not just for your own future, but for the communities and industries you'll impact across the world.

Our purpose is clear: Study Local, Go Global.

Everything we do—our courses, our partnerships, our approach to teaching—is designed to give you the skills, confidence, and mindset to succeed anywhere your career takes you.

As a CRICOS-registered training organisation, ICQA delivers nationally recognised qualifications with a strong focus on quality, integrity, and real-world application. You'll find us progressive, innovative, and practical—with a highly experienced team that works authentically, ethically, and sustainably, always with transparency and a “no-nonsense” approach.

Together, we share a vision for what's possible. We're here to provide an enriching education experience that empowers you to thrive in Australia and beyond.

Your future starts now—let's inspire your ambition.

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# INTRO

## **Study Local, Go Global**

This Learner Handbook is provided to all prospective students 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 National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018), under the Education Services for Overseas Students (ESOS) Act 2000.

These frameworks ensure that ICQA delivers quality, nationally recognised training while meeting the highest standards of support, integrity, and compliance for all international 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.

You've chosen to study local and prepare to go global, and that mindset starts right here.



# WHO IS International College Queensland Australia

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## ICQA

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 in the world 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 ID 01351B) and CRICOS-registered provider, ICQA offers a range of nationally recognised qualifications designed to meet industry and global workforce needs.

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





# 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

### STUDY LOCAL, GO GLOBAL

To deliver internationally 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 students 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.

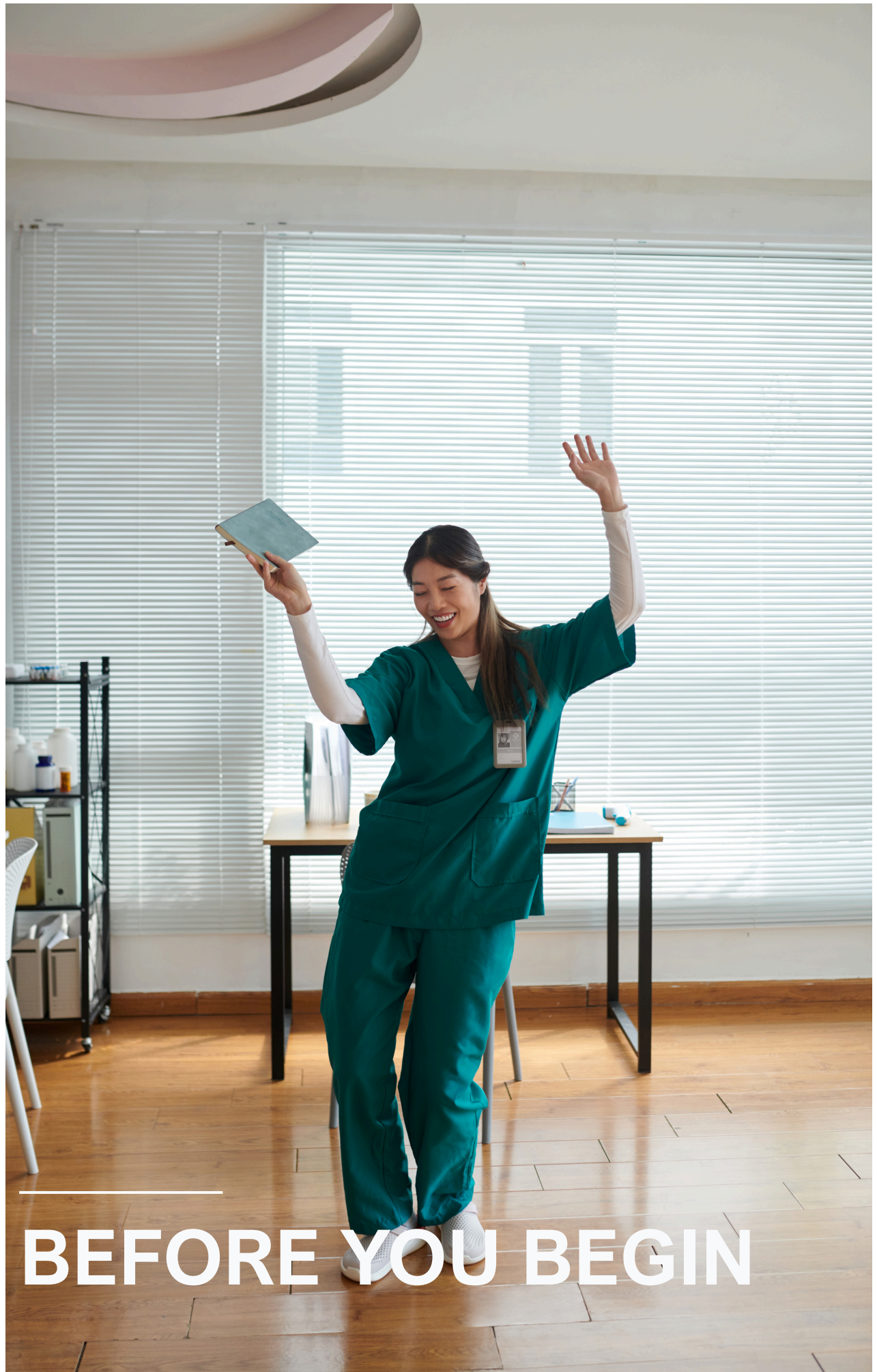
Our philosophy is simple:

**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 Study Local and Go Global.





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# BEFORE YOU BEGIN

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# ENTRY REQUIREMENTS TO BE ACCEPTED INTO A COURSE

## 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

- International students must demonstrate English language proficiency as required for the selected qualification.
- This may include providing an IELTS, PTE, TOEFL, or equivalent test result as outlined in your course information

### Academic and Professional Background

- You must meet the academic or vocational prerequisites listed for your qualification.
- For the BSB80320 Graduate Diploma of Strategic Leadership requires prior completion of a Bachelor of Nursing (and or Midwifery).

### Visa Eligibility

- You must hold, or be eligible to hold, an appropriate student visa (subclass 500) that allows study in Australia for the duration of your course.

### Evidence of Identity

- You must provide certified copies of your passport, visa, and other identification as outlined in the ICQA Enrolment Form.





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## Unique Student Identifier (USI)

All students 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/students/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.

### 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.





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## 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.

For international students, please note that any RPL granted may reduce your course duration and will be reported to the Department of Home Affairs through PRISMS in line with the ESOS Act 2000 and National Code Standard 9.

### 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.



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## Recognition of Prior Learning (RPL)

### 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 for International Students

If Credit Transfer is granted before your course commences, your Confirmation of Enrolment (CoE) will reflect the adjusted duration of study.

ICQA is required under the ESOS Act 2000 and National Code 2018 (Standard 9) to report any changes to your course length to the Department of Home Affairs through PRISMS.

Credit Transfer does not involve reassessment of your skills or knowledge — it simply acknowledges prior achievement of identical units.





# YOUR ENROLMENT JOURNEY





# STEPS IN THE ENROLMENT PROCESS

To complete your enrolment, you will need to:

## **Review Course Information**

1. 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**

1. Submit your signed enrolment form (electronic or paper version) with all required details.

## **Provide Identification Documents**

1. Submit clear, colour copies of your passport, visa, and any other requested identification to confirm your eligibility to study in Australia.

## **Provide Evidence of English Proficiency**

1. Supply your IELTS, PTE, or equivalent English test results (if required).
2. Complete the Language, Literacy and Numeracy (LLN) Indicator
3. You may be required to complete an LLN assessment so that ICQA can identify if any additional support will assist you in your studies.

## **Confirm Understanding**

1. Acknowledge that you have read and understood this Learner Handbook, your course information, and the terms outlined in your Written Agreement.

## **Pay Your Fees**

1. Once your Letter of Offer and Written Agreement have been issued, you'll receive a separate invoice with tuition and non-tuition fee details.
2. After your payment has been received, ICQA will issue your Confirmation of Enrolment (CoE) for visa purposes.



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# 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.

## Student Visa Conditions and Obligations

International learners studying on a student visa must maintain compliance with the conditions of their visa.

This includes:

- Maintaining a minimum of 80% attendance across scheduled course hours.
- Achieving satisfactory academic progress for each study period.
- Keeping ICQA informed of any change to your contact details within 7 days.
- Holding valid Overseas Student Health Cover (OSHC) for the duration of your stay.

Failure to meet these conditions may result in ICQA being required to notify the Department of Home Affairs (DHA) through the PRISMS system in accordance with Section 19 of the ESOS Act 2000.

For further information, refer to the Department of Home Affairs website or ICQA's Student Visa Compliance Policy at [www.icqa.edu.au/policies](http://www.icqa.edu.au/policies).





## **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 us, 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 students. 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, visa status, or emergency contacts. This is a student visa requirement under the ESOS Act 2000.

### **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 or visa implications.



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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 Written Agreements under the Education Services for Overseas Students (ESOS) Act 2000
- Any additional information required for student visa or Overseas Student Health Cover (OSHC) confirmation

# WHAT HAPPENS NEXT?

## **Enrolment Confirmation, CoE Issuance 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.

If you are an international learner studying on a student visa, ICQA will issue your Confirmation of Enrolment (CoE) through the PRISMS system once:

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

Your CoE is an important document that confirms your enrolment with ICQA and enables you to apply for, or maintain, your student visa. You should keep a copy of your CoE at all times and check that all details are correct.

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.



## WHAT HAPPENS NEXT

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

- Confirm your enrolment and issue your CoE
- Provide pre-arrival information (accommodation, transport, orientation schedule)
- Prepare your access to the Student 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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## Language, Literacy and Numeracy (LLN)

At International College of Queensland Australia (ICQA), we understand that reading, writing, and numeracy 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 students have faced similar concerns, and with the right support, they've gone on to achieve remarkable results. LLN is never a barrier to your success at ICQA.

### Identifying Support Needs

To ensure you have the best possible learning experience, we ask all students (except for short course participants) to complete a Language, Literacy and Numeracy (LLN) 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.

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

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Support options may include:

- LLN support and coaching
- One-on-one trainer guidance
- Additional tutorials or study sessions
- Assistance with using technology or 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.

# YOUR TRAINER

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

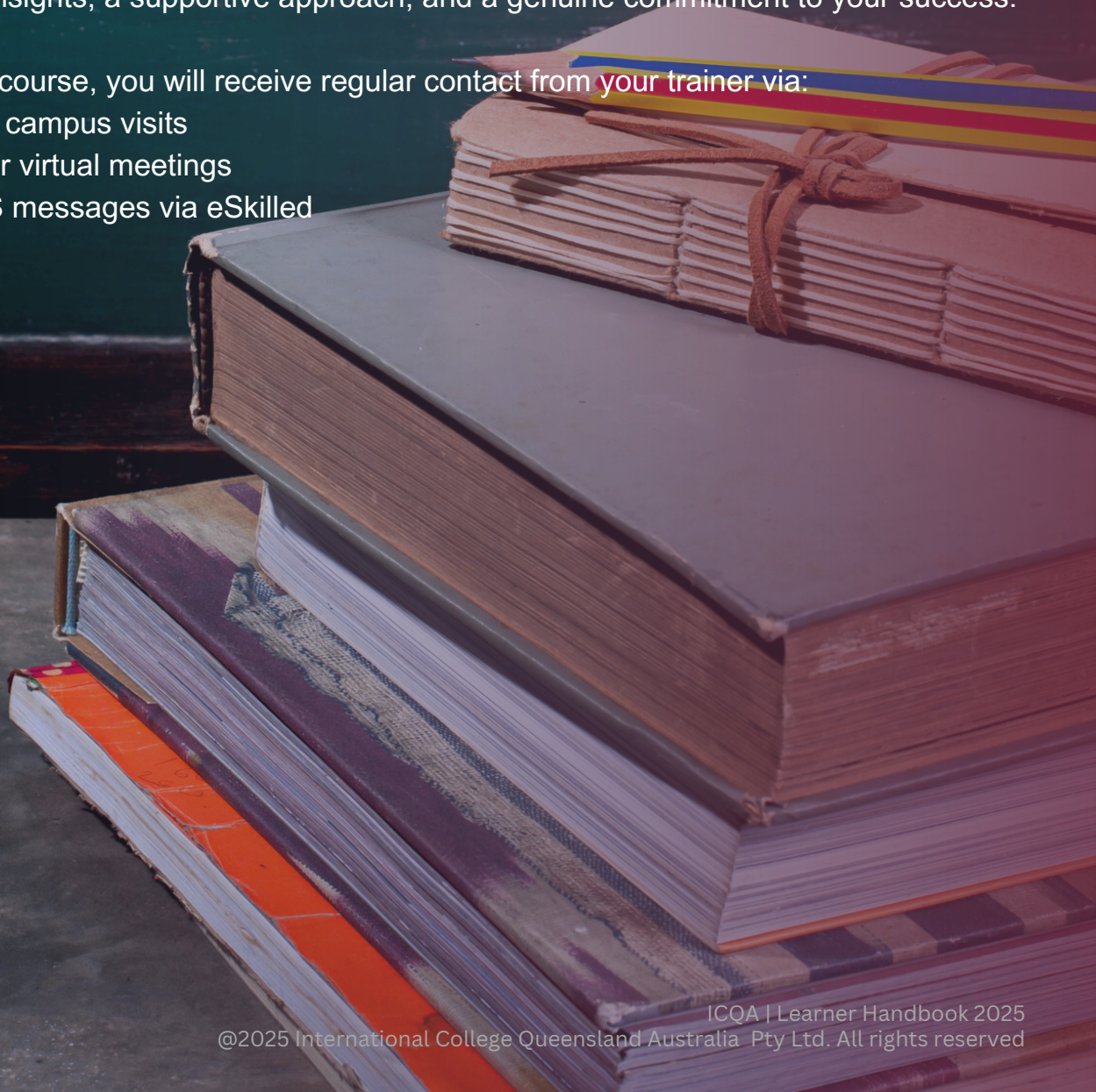
If you are completing your studies online, your trainer will organise a suitable time for regular catch-ups to support you throughout your training.

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 “been on the tools” themselves, meaning they understand your industry, 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:

- Workplace or campus visits
- Phone calls or virtual meetings
- Email or SMS messages via eSkilled





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## YOUR TRAINER

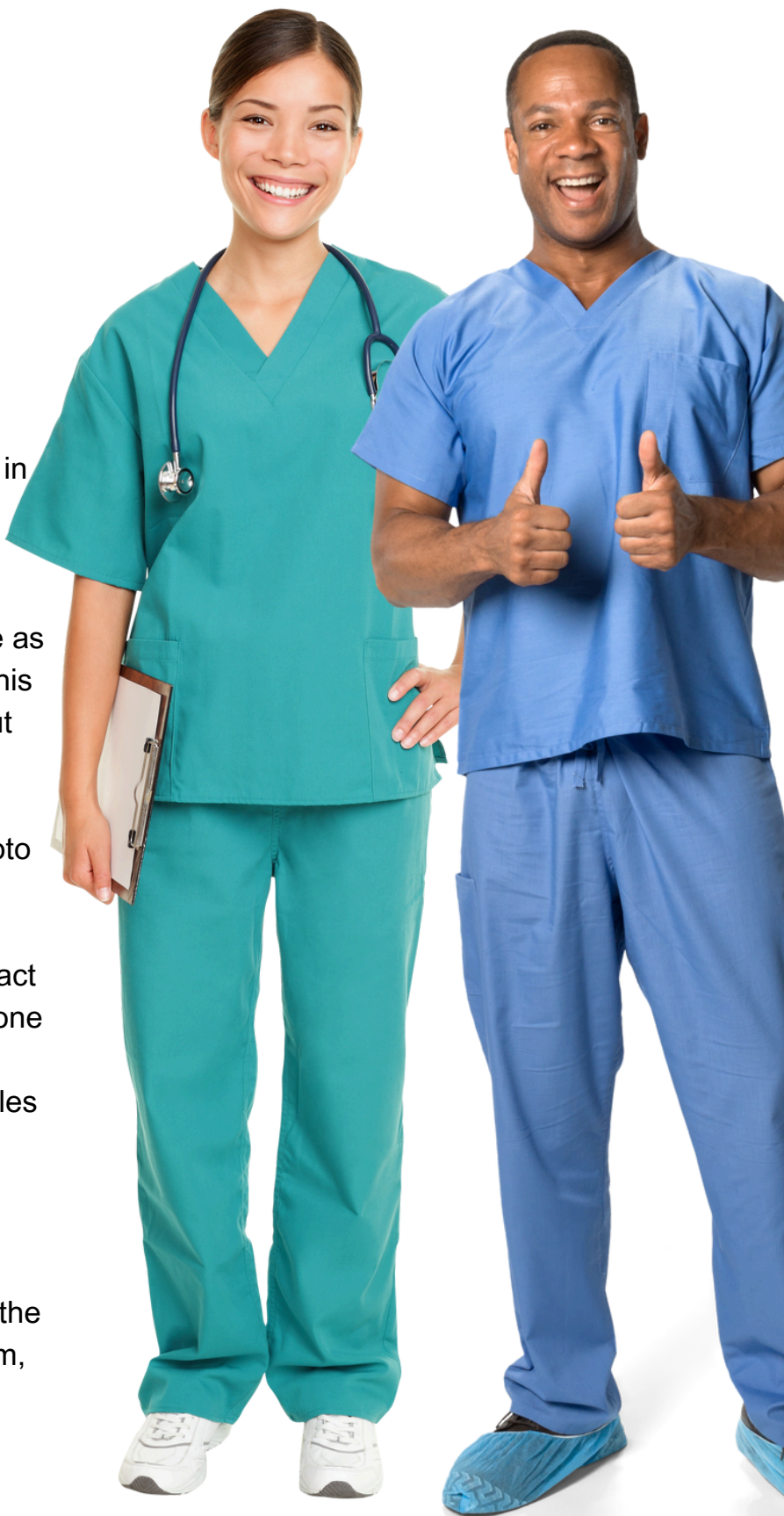
Your trainer will also love seeing you in action!

We encourage you to take photos or videos of your practical work to share as part of your competency evidence. This not only showcases your progress but also assists in verifying your skills.

Note: You must be visible in your photo or video to confirm it is your work.

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

Occasionally, you may also receive messages from our office or through the eSkilled Student Management System, which we use for communication and course updates.







# LEARNING AT ICQA



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## 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 behaviour and communication between learners, trainers, and staff.

By enrolling with ICQA, you agree to conduct yourself with integrity, honesty, and respect in all interactions — whether in person, online, or in the workplace.

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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### How you behave

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

#### ✔ What We Expect

- Be courteous and respectful in all your interactions with ICQA staff, trainers, and fellow learners.
- Make responsible choices and consider how your actions affect others.
- Be honest and fair. Integrity matters — so no false information, plagiarism, or misleading behaviour.
- Communicate professionally — use respectful language and tone at all times.
- Maintain confidentiality and privacy when dealing with information about other learners, staff, or workplaces.
- Follow safety procedures and behave responsibly during all training and assessment activities.
- Represent ICQA positively when participating in workplace training, industry visits, or community events.



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## Unacceptable behaviour

- The following behaviours are not tolerated and may result in disciplinary action:
- Bullying, harassment, or discrimination of any kind.
- Aggressive, abusive, or threatening behaviour.
- Dishonesty in assessment or documentation.
- Damage to ICQA property or facilities.
- Breach of confidentiality or privacy obligations.
- Breaches of the Code of Conduct will be investigated in line with ICQA's Learner Misconduct and Disciplinary Procedure, ensuring fairness, confidentiality, and the right to respond.
- We all work better when we treat one another with respect, dignity, and professionalism — that's what the ICQA culture is built on.

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.

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.

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.



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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.

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 or another person without disclosure or permission (if not authorised by your Trainer).

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## Plagiarism, Collusion and Contract Cheating

### 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 project, each learner's contribution must be clearly identified and acknowledged. You must not submit another learner's work as your own.

### 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.

### Consequences of Academic Misconduct

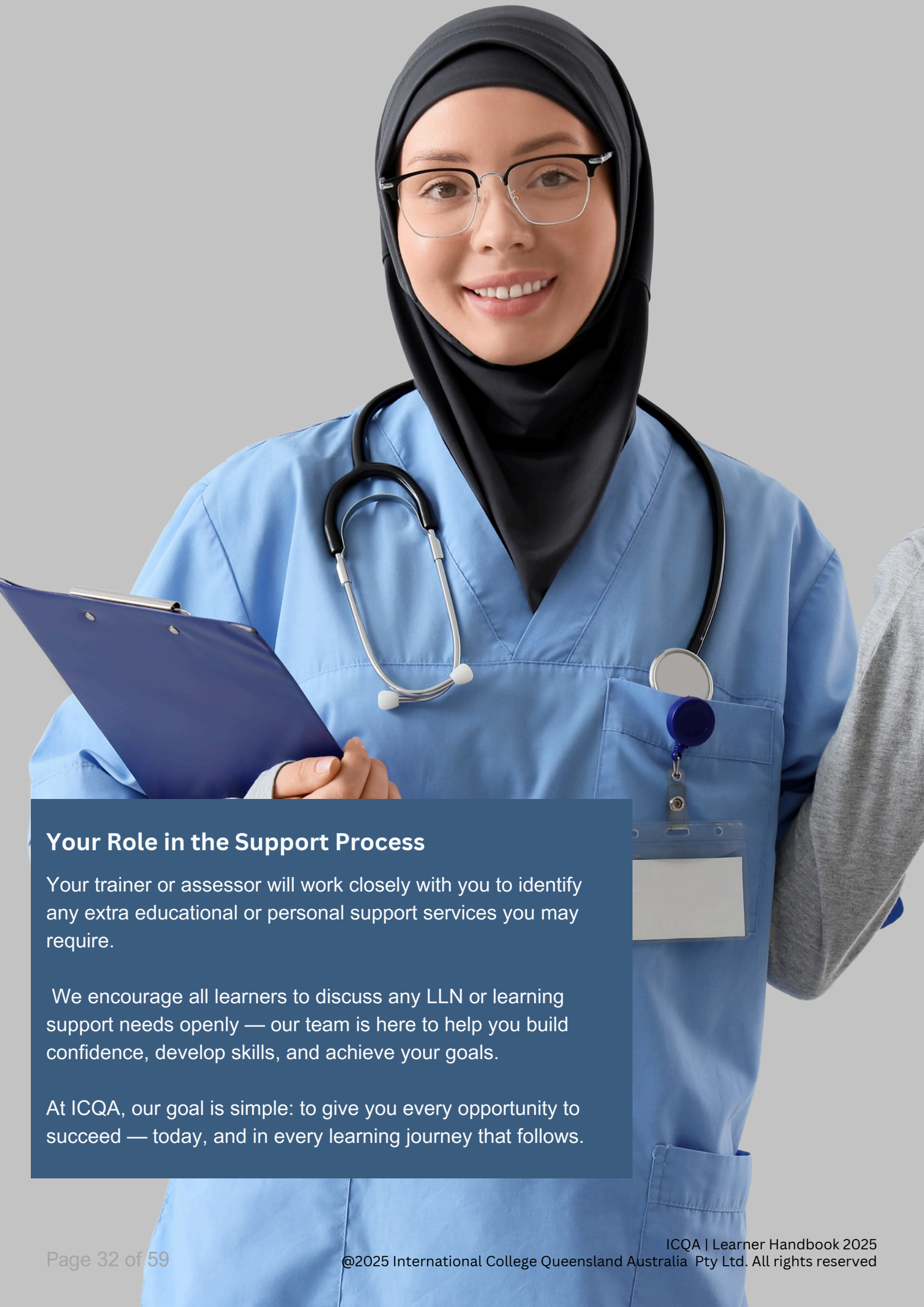
Breaches of academic integrity contravene ICQA's Learner Code of Conduct and are considered serious misconduct. If a breach is suspected, ICQA will conduct a formal investigation.

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





## Your Role in the Support Process

Your trainer or assessor will work closely with you to identify any extra educational or personal support services you may require.

We encourage all learners to discuss any LLN or learning support needs openly — our team is here to help you build confidence, develop skills, and achieve your goals.

At ICQA, our goal is simple: to give you every opportunity to succeed — today, and in every learning journey that follows.

# Deferral, Suspension or Cancellation of Enrolment

ICQA may allow a learner to defer, suspend, or cancel their enrolment in limited circumstances, such as compassionate or compelling reasons beyond the learner's control.

Examples include serious illness, family emergencies, visa delays, or other significant personal circumstances.

ICQA may also suspend or cancel enrolment due to misconduct or non-payment of fees in accordance with ICQA's Student Misconduct Policy.

Learners will always receive written notification of any intention to suspend or cancel their enrolment and are entitled to access ICQA's Complaints and Appeals process before any final decision is made.

See the Deferment, Suspension and Cancellation Policy at [www.icqa.edu.au/policies](http://www.icqa.edu.au/policies).







## **Attendance and Course Progress Monitoring**

ICQA monitors learner attendance and course progress to ensure that all students, especially those studying under a student visa, are supported to achieve successful outcomes.

Learners are expected to attend all scheduled training and assessment sessions.

Attendance below 80% (for CRICOS learners) or poor academic progress may trigger ICQA's Intervention Strategy to provide additional support.

Repeated failure to meet attendance or progress requirements may lead to reporting to the Department of Home Affairs as required by law.

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)

### **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 or their employer have been paid in full.

### **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.

### **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.

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







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# FEES, POLICIES & COMPLIANCE



# 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 and the ESOS Act 2000.

## **Tuition Fees**

Tuition fees cover the cost of:

- Training and assessment delivery
- Access to ICQA's learning management system and resources
- Support from trainers and assessors throughout your program

Specific course fees, materials, and any additional charges are outlined in your Letter of Offer and Written Agreement.

Fees may vary depending on your chosen qualification, study mode (on-campus or blended), and duration of study.

## **Additional Fees (if applicable)**

Additional charges may apply for:

- Reissuance of qualification certificates or Statements of Attainment
- Re-assessment where additional attempts are required
- Late payment or dishonoured transaction fees
- Replacement learning materials or student ID cards

A detailed Fee Schedule is published on the ICQA website and is reviewed annually.



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## COURSE FEES

### Payment Terms

- International learners are required to pay the initial deposit and provide evidence of payment before a Confirmation of Enrolment (CoE) can be issued.
- Domestic learners must follow the payment schedule provided in their enrolment documentation.
- ICQA does not require learners to pay more than 50% of total tuition fees prior to commencement, in accordance with the ESOS Act.
- Remaining tuition fees are paid according to the instalment plan outlined in your Written Agreement.

### 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
- Visa refusal prior to commencement (for international learners)
- Withdrawal by the learner, subject to applicable notice periods and fees

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 on our website or upon request from the Student Support Team.

### Non-Payment of Fees

Failure to meet fee payment obligations may result in:

- Suspension of training or assessment access
- Withholding of results, certificates, or Statements of Attainment
- Cancellation of enrolment (after due notice)

If you are experiencing financial difficulty, please contact the ICQA Accounts Team immediately — we're here to help you discuss a possible payment plan.





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## TRANSFER BETWEEN PROVIDERS (Release Policy)

ICQA follows the National Code 2018 Standard 7 when assessing requests from international learners to transfer to or from another provider.

Learners who have not completed six months of their principal course must request a release in writing.

Requests will be considered in accordance with ICQA's Transfer Between Providers Policy.

To view the policy and request form, visit [www.icqa.edu.au/policies](http://www.icqa.edu.au/policies).

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## PROVDIER INITIATED CHANGES AND FEE FOR SERVICE DELIVERY

ICQA delivers all training on a fee-for-service basis.

If, for any reason, ICQA or one of its approved third-party partners must cancel, postpone, or delay a course or session, you will be:

- Offered a transfer to another available course or intake date, or
- Eligible for a pro-rata refund of any tuition fees already paid for units not yet commenced.

Refund eligibility will depend on:

- The number of units of competency accessed, and
- The length of time you have been enrolled.

If you are on a payment plan, the same pro-rata calculation applies.

However, if you have not yet paid the minimum balance for units already accessed and commenced, you will remain liable for those fees.

ICQA is committed to fair and transparent practices and ensures all learners are treated equitably when provider-initiated changes occur.

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## LEGISLATION

As an RTO, ICQA is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. This includes.

- National Vocational Education and Training Regulator Act 2011 (Cth)
- Standards for Registered Training Organisations (RTOs), 2015.

Additionally, ICQA abides by a range of other legal requirements of a state and Commonwealth level, including but not limited to.

- Anti Discrimination.
- Children And Young People.
- Fair Work, Including Harassment And Bullying.
- Unique Student Identifier (USI)
- Apprenticeships And Traineeships.
- Equal Opportunity.
- Privacy.
- Work, Health And Safety.

ICQA is dedicated to following the provisions of the VET Quality Framework. More information about these regulations and legal 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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# CONSUMER AGREEMENTS

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## Consumer Agreements

ICQA complies with the Australian Consumer Law (ACL) under the Competition and Consumer Act 2010 (Cth).

This ensures that all learners — whether domestic or international — 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
- Request a call or consultation with one of our staff or authorised representatives.

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, except where otherwise required under your visa or ICQA's Refund and Cancellation Policies.

Refunds, withdrawals, or visa-related cancellations are managed according to the conditions outlined in the ICQA Refund Policy and Cancellation/Extension Policy available at:

 [www.icqa.edu.au/policies](http://www.icqa.edu.au/policies)



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# CONSUMER AGREEMENTS

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## **Unsolicited Consumer Agreements**

An unsolicited consumer agreement occurs when ICQA (or one of our representatives) approaches you without invitation, such as:

- Contacting you by phone without a prior request, or
- Approaching you in a public place 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 (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 your contract 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:

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

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# LEGISLATION

## Legislation and Regulatory Compliance

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
- ESOS Act 2000 (Education Services for Overseas Students)
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018)
- Tuition Protection Service (TPS) Framework

### 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
- Apprenticeships and Traineeships Acts and Regulations (where applicable)



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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

Further information about these legislative and regulatory frameworks can be found at:

[www.legislation.gov.au](http://www.legislation.gov.au)

[www.asqa.gov.au](http://www.asqa.gov.au)

## Legislative Updates and Continuous Improvement

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

Any updates affecting learners are communicated via email, during orientation, or through policy updates on our website.

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







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# SUPPORT, SAFETY & WELLBEING





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## HEALTH, SAFETY AND WELLBEING

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### Access and Equity

ICQA is committed to maintaining a safe and supportive learning environment.

- All learners and staff must comply with Work Health and Safety (WHS) regulations.
- Emergency evacuation procedures are explained at induction and displayed throughout campus facilities.
- In an emergency, call 000 for Police, Fire, or Ambulance.
- For after-hours student emergencies, contact +61 420 457 883.

For details, refer to ICQA's WHS and Emergency Procedures Policy.



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## ADDITIONAL IMPORTANT INFORMATION

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### Access and Equity

ICQA is committed to providing a fair, inclusive, and equitable learning environment for all learners and staff.

In line with our obligations under Commonwealth and State anti-discrimination legislation, ICQA maintains a strict policy against discrimination, harassment, and vilification.

We ensure that all learners have equal opportunity to participate in and benefit from our training and assessment services, regardless of gender, age, cultural background, disability, or other personal attributes.

To view the Access and Equity Policy, visit:

[www.icqa.edu.au/policies](http://www.icqa.edu.au/policies)



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# ADDITIONAL IMPORTANT INFORMATION

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## Incidental Fees

In addition to tuition fees, ICQA may charge incidental fees for replacement documents or materials. These fees cover administrative and production costs associated with reissuing official credentials or cards.

- Replacement Qualification or Statement of Attainment – \$120.00 (including GST) plus postage.
- Electronic copies are provided free of charge.
- A written request and statutory declaration explaining the loss of the original card must be provided.
- Replacement Learner Competency Card – \$75.00 (including GST).

All requests for replacement documents must be submitted in writing to the ICQA Administration Team.

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## 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.

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.

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## 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)

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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).

To view our full Privacy Policy, visit:

 [www.icqa.edu.au/policies](http://www.icqa.edu.au/policies)



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## STUDENT SUPPORT & WELFARE SERVICES

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At ICQA, we believe that every learner deserves to feel supported, safe, and connected throughout their learning journey. Whether you're studying on campus or online, in Australia or abroad, our goal is to ensure you have access to the academic, personal, and wellbeing support you need to succeed.

We understand that studying — especially in a new country — can bring both exciting opportunities and unique challenges. That's why our support framework is designed to help you feel confident, capable, and cared for at every step.

### Academic Support

Our Trainers and Assessors are your first point of contact for help with course materials, assessment tasks, and feedback.

You can expect:

- Guidance on study techniques and time management.
- One-on-one or small group learning support sessions.
- Feedback and mentoring to strengthen your progress.
- Access to eSkilled LMS resources, recorded sessions, and assessment templates.

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.



# STUDENT SUPPORT & WELFARE SERVICES

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## Personal and Wellbeing Support

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

Support includes:

- General wellbeing and stress management assistance.
- Referral to professional counselling or mental health services.
- Help with homesickness, culture shock, or family concerns.
- Guidance on balancing study, work, and personal commitments.

For urgent personal support, contact the Learner Engagement Team at

✉ [info@icqa.edu.au](mailto:info@icqa.edu.au) or call the ICQA Office

## International Learner Welfare

For international students, ICQA ensures compliance with the ESOS Act 2000 and National Code 2018 Standard 6 by providing:

- Ongoing orientation and adjustment support.
- Emergency after-hours contact on +61 420 457 883.
- Assistance with accessing medical services, housing, and community support.
- Information on maintaining your Overseas Student Health Cover (OSHC) and visa conditions.

## Language, Literacy and Numeracy (LLN) Support

Before commencing your course, you may complete a short LLN skills assessment. This ensures we can provide appropriate support where needed, such as additional reading or writing assistance, digital literacy guidance, or modified learning materials.



# STUDENT SUPPORT & WELFARE SERVICES

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## 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.

## External Support Services

ICQA maintains a network of trusted external services to support learner wellbeing.

These include:

- Lifeline: 13 11 14 – 24/7 counselling support
- Beyond Blue: 1300 22 4636 – mental health support
- Police / Fire / Ambulance: 000 – emergency services
- Overseas Student Ombudsman:  
[www.ombudsman.gov.au](http://www.ombudsman.gov.au)

## Our Commitment

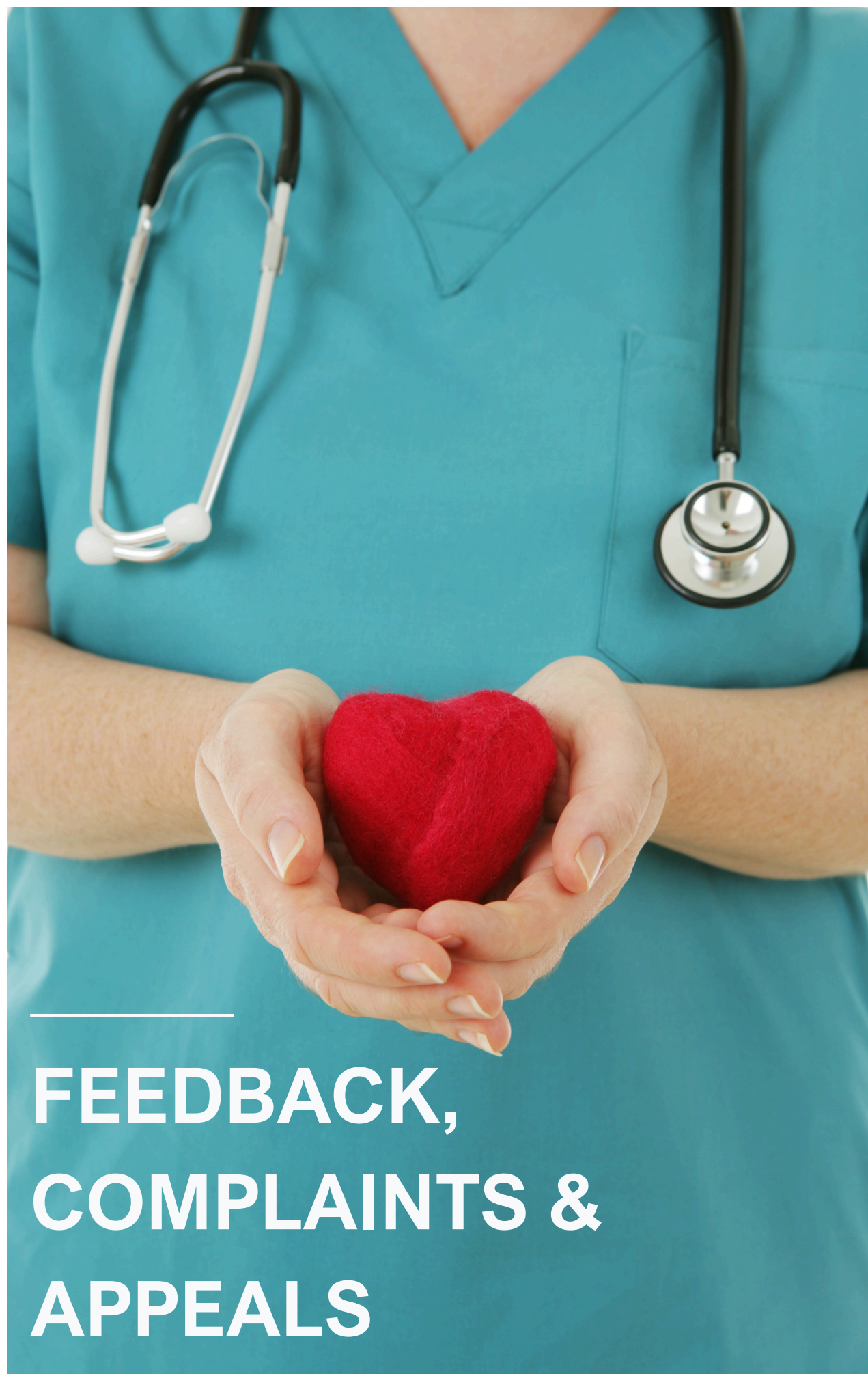
We're here to support your success — both in and out of the classroom.

If you're unsure who to speak to or where to start, reach out to the Learner Engagement Team. They'll listen, guide, and connect you with the right help.

Together, we'll make sure your ICQA experience is safe, supported, and truly empowering.







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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 employers — 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.

## Appeals

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. Your appeal will be reviewed by someone independent of the original decision-maker to ensure fairness and impartiality.

All complaints and appeals are handled confidentially, and you will be kept informed of progress and outcomes in writing.

For detailed steps, timeframes, and escalation procedures, please refer to the ICQA Complaints and Appeals Policy, available on our website:

 [www.icqa.edu.au/policies](https://www.icqa.edu.au/policies)

## Complaints

A complaint may relate to:

- The conduct of ICQA staff, trainers, assessors, or other learners
- Training delivery, assessment processes, or course materials
- Facilities, support services, or administrative matters

If you wish to make a complaint, you should first try to resolve the issue informally with the person involved. If that's not possible or appropriate, you can submit a formal written complaint to ICQA.



# COMPLAINTS AND APPEALS



In the first instance, learners are encouraged to attempt to resolve any grievance, concern, or complaint informally.

You can contact ICQA directly to discuss your concern with a member of our Learner Engagement Team:

☎ Phone: 1300 990 064  
✉ Email: [info@icqa.edu.a](mailto:info@icqa.edu.a)

Our team will listen, discuss possible resolutions, and may refer the matter to the relevant staff member or department. If the issue cannot be resolved informally, you will be asked to submit all relevant information and supporting evidence in writing. The matter will then be referred to the ICQA Management Team for review and investigation.

Once this occurs, the process becomes formal, and all actions will be managed in accordance with ICQA's Complaints and Appeals Policy and the information contained in this Learner Handbook.

All complaints are acknowledged in writing, and investigations are conducted promptly, confidentially, and fairly.



(Academic and Non-Academic.)

If you wish to appeal a decision — whether academic (e.g. assessment outcomes) or non-academic (e.g. disciplinary or administrative decisions) — you must lodge a formal written appeal.

Formal appeals should be submitted to:  
Attention: Dr Roy Prasad CEO

✉ Email: [info@icqa.edu.a](mailto:info@icqa.edu.a)

When lodging a formal appeal, you must include:

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

All appeals are acknowledged in writing within five (5) business days of receipt.

An independent review will then be conducted by a staff member not involved in the original decision to ensure fairness and impartiality.

You will be advised of the appeal outcome in writing, including the reasons for the decision and any actions taken, within 10 business days where possible, and no more than 60 calendar days unless exceptional circumstances apply.

If additional time is required, ICQA will notify you in writing, explain the delay, and keep you informed of progress until the matter is finalised.

If a learner believes that the outcome of their formal complaint or appeal was unfair, biased, or inconsistent with ICQA policy, they may request an independent external review.

Upon receiving such a request, ICQA will arrange for an independent mediator to be appointed through the Australian Mediation Association.

The independent mediator will review all available evidence from both parties and make a formal, impartial determination on the matter.

ICQA agrees to be bound by the recommendations arising from this external review.

The Chief Executive Officer, Dr Roy Prasad, or their delegated authority, will ensure that any recommendations made are implemented within 30 days of receipt. Mediation costs will be shared equally between the complainant or appellant and ICQA.

Requests for mediation must be made in writing and directed to:

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



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## TIMING

### Timeframes and Records

- ICQA commences assessment of all complaints and appeals within 10 working days of lodgement.
- All outcomes are finalised as soon as practicable and within 60 calendar days, unless exceptional circumstances apply.
- Learners will receive a written outcome statement, including reasons for decisions.

ICQA retains all complaint and appeal documentation for a minimum of 5 years and ensures confidentiality at all times.



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## Assessment Appeals

If you wish to appeal an assessment outcome (for example, a result of Not Yet Competent), 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 reasons for the decision. If you remain dissatisfied after this discussion, the assessment will be reassessed by an independent Trainer/Assessor through ICQA's validation process.

If the independent review confirms the original outcome, the result will stand. You will be notified in writing within seven (7) business days of the outcome.

If you believe that the decision was made contrary to ICQA policy or the requirements of the training product, and you can provide evidence to support this, you may lodge a formal appeal with ICQA Management for an independent review.

For further details, please refer to the Complaints and Appeals section of this handbook or access the full policy online:

 [www.icqa.edu.au/policies](http://www.icqa.edu.au/policies)


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## External Complaints

Before lodging a complaint or appeal external to ICQA, you must first follow ICQA's internal Complaints and Appeals process as outlined in this document.

If you are not satisfied with the outcome of your complaint or appeal after all internal processes have been exhausted, you may contact the National Training Complaints Hotline — a joint initiative between the Commonwealth, State, and Territory governments.

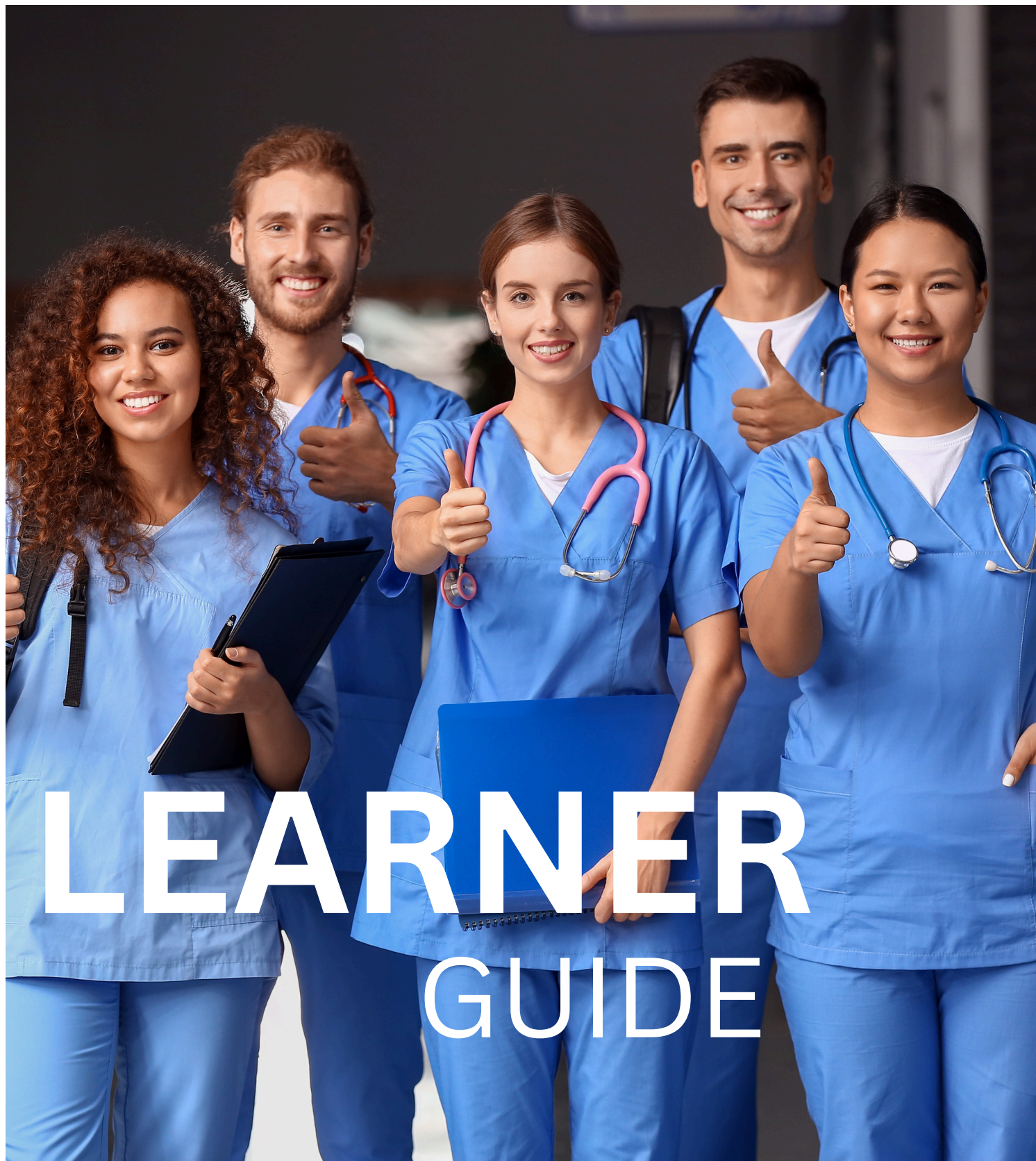
The hotline provides a single point of contact for anyone with concerns about the training sector and ensures complaints are referred to the correct authority for review.

 Phone: 13 38 73 — Select option 4

 Website: [www.education.gov.au/NTCH](http://www.education.gov.au/NTCH)

International students may also contact the Overseas Students Ombudsman (OSO) for independent assistance:

 [www.ombudsman.gov.au/How-we-can-help/overseas-students](http://www.ombudsman.gov.au/How-we-can-help/overseas-students)



# LEARNER GUIDE

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## STUDY LOCAL, GO GLOBAL

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)

042 045 7883

[info@icqa.edu.a](mailto:info@icqa.edu.a)

