

# Industry Accreditation

**Tour Guide Training and Accreditations**

**To meet the needs of our Industry**



## Student Handbook

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# Welcome

Dean and Jacqui welcome you to **Industry Accreditation**.

Our focus is to present the opportunity for experienced and knowledgeable tour guides to receive accredited qualifications in either Certificate III or Certificate IV Tourism (Guiding) and to provide practical, relevant training towards these qualifications for those wishing to enter into the industry for the first time.

**Industry Accreditation** has joined partnership with Connect Training Group Pty Ltd combining our knowledge and experience to provide you with training and qualifications that are up to date, relevant and to the highest possible standard, meeting all of the requirements of the Australian Qualification Training Framework (AQTF) standards.

This student handbook will provide you with information about **Industry Accreditation**; the services we offer, and how to enrol.

Please contact us (07) 4055 0592 for more information or just for a chat about how we can help you. We are always happy to assist.

Welcome to **Industry Accreditation** – providing Tour Guide Training and Accreditations to meet the needs of our Industry.

## **Contact Details:**

**WEB ADDRESS:** [www.industryaccreditation.org.au](http://www.industryaccreditation.org.au)

**PHONE:** (07) 4055 0592

**DEAN:** 0429 147 708

**JACQUI:** 0437 122 565

**FAX:** (07) 40 27 94 58

**EMAIL:** [info@industryaccreditation.org.au](mailto:info@industryaccreditation.org.au)

**ADDRESS:** PO Box 7952  
Cairns QLD 4870

**OFFICE HOURS:** Mon – Fri 0900- 1600

**CONNECT TRAINING GROUP:** [www.connect.edu.au](http://www.connect.edu.au)

**PHONE:** 1300 737 434 or  
(07) 4055 2904

**PRINCIPLES** [kerry@connect.edu.au](mailto:kerry@connect.edu.au)  
[laurie@connect.edu.au](mailto:laurie@connect.edu.au)

## **Code of Practice**

As a partner of Connect Training Group, a Registered Training Organization (RTO), **Industry Accreditation** has agreed to operate within the Standards set down by the Australian Quality Training Framework (AQTF Standards for RTO's).

We are committed to providing supportive and positive outcomes from all services provided to our clients. All staff recognises the rights of learners and provide information, advice and support that are consistent with our Code of Practice.

If, at any time, you feel that any staff member is not abiding by our Code of Practice then report your complaints or grievance to your supervisor / trainer or anyone in our organisation, or complete our complaints and appeals form.

**We provide and support the following services within our Code of Practice:**

### **ACCESS AND EQUITY**

**Industry Accreditation** is committed to integrating Access and Equity principles within all our services provided to our clients. All staff recognises the rights of learners and provides information, advice and support that are consistent with our Code of Practice. Regardless of cultural background, religion, gender, sexuality, disability, location or age you have the right to learn in an environment that is free from discrimination and harassment and be treated in a fair and considerate manner while you are studying with us.

### **APPEALS AND COMPLAINTS PROCEDURES**

Our documented procedure covers any assessment appeals or general complaints. Should you have an appeal or complaint, information on the process is provided in the student's handbook as well as in our policies listed on our website.

### **CLIENT SUPPORT**

We currently offer support in: Assessment options including recognition of prior learning (RPL): options in delivery modes: trainer support during course enrolment: Training needs analysis: special needs, including Language, Literacy and Numeracy: clarifying information contained on our web site.

### **COPYRIGHT**

Written permission to use Intellectual Property is to be gained from the property owner prior to any use of such material. Any reasonable use of excerpts from existing works will include attribution of its origin.

Written permission to use images published on our website is to be gained from the property owner: **Industry Accreditation** prior to the use of any image.

## **COURSE EXTENSION POLICY**

Industry Accreditation will not be obliged under any circumstances to extend the period of a student's enrolment if the student has not completed the course in the allocated time.

Once the allocated time for a given course has ended, the student will no longer be given access to the course material.

An enrolment can be extended with the payment of an additional fee.

## **COURSE INFORMATION**

Specific course information is provided on our website for all of courses we currently offer.

## **DISCRIMINATION**

**Industry Accreditation** will not tolerate any unlawful discrimination or harassment by **Industry Accreditation** staff of any job applicant, employee or client, based on their sex, pregnancy, marital status, race (including colour, ethnic background, national identity and ethno- religion), homosexuality, disability or age, etc.

Harassment includes any form of behaviour that a person does not want, finds offensive, humiliating or intimidating and is either sexual, or targets them because of the factors mentioned above.

## **ENROLMENT PROCESS**

We provide clear information on the qualifications / courses that we offer. This includes the training and learning outcomes, any required skills or knowledge as well as any additional training pathways.

Our enrolment process requires you to complete an enrolment form and provide as much relevant information as possible to ensure we provide training to suit your needs. All information collected is kept confidential and subject to our Privacy Policy in this Code of Practice.

Before and during course enrolment we provide learners access to our student handbook as well as our code of conduct to ensure all learners are aware and understand the information contained in both.

At time of course induction any questions relating to the student handbook and code of conduct are answered and explained to learners.

## EXTENAL REVIEW

**Industry Accreditation** agrees to participate in external monitoring and audit processes. This covers random quality audits, audit following complaint and audit for the purpose of re-registration.

## FEES & CHARGES

Information on fees, charges and refunds are clearly documented in our web site and information on refunds is provided in the students hand book.

## FLEXIBLE LEARNING AND ASSESSMENT PROCEDURES

Our training and assessment procedures are flexible and take into account learner needs. We will ensure that:

- All required resources for the delivery of any course are in place and maintained in good working order.
- Training and assessment will be conducted by qualified staff.
- All training and assessment will be to the nationally set standard prescribed in the SIT07 Tourism, Hospitality and Events Training Package.

This means that training and assessment you receive with us is done in accordance of the national quality training framework.

## LANGUAGE, LITERACY AND NUMERACY

**Industry Accreditation** is committed to ensuring accessibility to all perspective students for the training courses we provide.

We also recognise that at times language and literacy problems may restrict a person from achieving the competencies required for particular courses or programs. **Industry Accreditation** will make every effort to assess a perspective client/learners ability to carry out all the learning tasks and required assessments before enrolment. Where possible, the learning activities/assessments may be modified to compensate for those with literacy or numeracy skill needs.

Please refer to our Language, Literacy and Numeracy Policy for further information.

## LEGISLATIVE REQUIREMENTS

**Industry Accreditation** will meet all legislative requirements of State and Federal Government, which is further detailed in our student handbook.

## RECOGNITION OF PRIOR LEARNING (RPL) ARRANGEMENTS

**Industry Accreditation** understand that many Tour Guides have years of experience and knowledge, however do not necessarily have a recognised qualification. We also understand that many touring companies, which offer tour guides as part of their package, are requesting more and more for their tour guides to be accredited, raising the standards and image of their company.

**Industry Accreditation** offer recognition of prior learning (RPL) assessment in an easy to understand format with straightforward processes that we will help you with. If you have relevant skills and abilities that you have learned in your current or past positions, or are a touring company with staff that have, please contact us here at **Industry Accreditation**. We will discuss the evidence requirements and support documentation you will need and how we can help you with those.

## REFUND POLICY

As a learner you pay an agreed fee upon commencement of a course in which you are enrolled.

## CANCELLATION OF COURSE OR PROGRAM BY INDUSTRY ACCREDITATION

Should **Industry Accreditation** cancel a course for any reason, students enrolled at the time the cancellation is announced, will be entitled to a full refund, and this will incur no administrative charges or penalties. Students who have units that have already been assessed as competent will be issued a statement of attainment and have the cost of these units deducted from the refund.

## WITHDRAWAL PRIOR TO COURSE OR MODULE COMMENCEMENT

If a candidate withdraws from a course before the commencement of the course, full refund of the fees will be made, less a 25% non-refundable administration fee.

## WITHDRAWAL AFTER COURSE COMMENCEMENT

Once enrolled and the student has commenced the course, a refund will not apply. A student is considered to have commenced a course once course material has been sent.

## WITHDRAW DUE TO ILLNESS OR HARDSHIP

In the case of a participant withdrawing from a course or program due to illness or extreme hardship, **Industry Accreditation** may, at its discretion, allow a refund of the course fees. The following conditions apply:

- Learner must produce satisfactory evidence of the circumstances of his/her withdrawal, medical certificates, etc.
- The person will forfeit the 25% non-refundable administration fee
- Withdrawal must take place prior to the expiration of the course.

## SANCTIONS

**Industry Accreditation** will honour all guarantees outlined in this Code of Practice. We understand that if we do not meet the obligation of this Code or supporting regulatory requirements, we will be in breach of contract, which may result in the registration of Connect Training Group as a Registered Training Organisation withdrawn.

## STAFF RESPONSIBILITIES FOR ACCESS AND EQUITY ISSUES

At **Industry Accreditation**, all staff have been inducted in their responsibilities for our access and equity principles. **Industry Accreditation** staff act in accordance with the Code of Practice and all learners are made aware of their rights and responsibilities. All learners have the same access to courses offered irrespective of gender, culture, linguistic background, race, or disability.

## STUDENT STANDARDS

Students are required to ensure all work they submit for assessment is their own work. Students confirm the authenticity of work submitted as being their own as part of the terms and conditions of enrolment.

To ensure all learners receive equal opportunities and gain the maximum from their time with us, these rules apply to all enrolled learners:

You are required to maintain minimum standards of etiquette and courtesy during your interaction with other students, your trainer with all stakeholders in your learning.

These standards include but are not restricted to:

- Use of appropriate language in all forms of communication.
- Learner must produce satisfactory evidence of the circumstances of his/her withdrawal, medical certificates, etc.
- The person will forfeit the 25% non-refundable administration fee
- Withdrawal must take place prior to the expiration of the course.

## **STUDENT HANDBOOK**

Consequences for inappropriate and discriminatory communication may result in your enrolment being terminated and a statement of attainment issued for any units completed to date.

Any person who has had their enrolment suspended or terminated has the right of appeal through our appeals process.

## **TRAINING AND ASSESSMENT STANDARDS**

**Industry Accreditation** staff has the appropriate qualifications and experience to deliver the training and assess competence relevant to the training products offered. Assessment will meet the National Assessment Principles (including Recognition of Prior Learning).

## **WELFARE AND GUIDANCE SERVICES**

We will endeavour to provide information and guidance to all learners. This includes but is not limited to:

- (i) learning pathways and possible RPL opportunities;
- (ii) Provision for special learning needs including Language, Literacy and Numeracy

## **STUDY ASSISTANCE**

Centrelink supports students with a range of payments:

**ABSTUDY** - [www.centrelink.gov.au](http://www.centrelink.gov.au) Tel 132317

If you are an Indigenous secondary or tertiary student or a full-time Australian Apprentice, ABSTUDY may help you stay at school or go on to further studies.

**AUSTUDY** – [www.centrelink.gov.au](http://www.centrelink.gov.au) Tel 132490

Austudy provides financial help if you are aged 25 years or more and studying or Undertaking an Australian Apprenticeship full-time.

**YOUTH ALLOWANCE** - [www.centrelink.gov.au](http://www.centrelink.gov.au) Tel 13 2490

Youth Allowance helps if you are a young person who is studying, undertaking training or an Australian Apprenticeship, looking for work, or sick.

**PENSIONER EDUCATION SUPPLEMENT** – [www.centrelink.gov.au](http://www.centrelink.gov.au) Tel 13 2490

This is available to those who are receiving a Carer Payment, Disability Support Pension, Parenting Payment (single), Widow Allowance or a Wife Pension. Some Veterans' Affairs pensioners are also eligible.

## APPEALS

You have 3 attempts at each assessment task and will be provided with constructive feedback and direction on each attempt. A learner has the right to appeal any assessment decision of Not Yet Competent, including RPL evidence. Decisions will be discussed informally with your trainer/assessor by phone or email. If the outcome is still unsatisfactory, the learner has the right to formalise their case as follows:

### RE-ASSESSMENT APPEAL

Each assessment task can be attempted 3 times.

If a student does not agree with a decision of Not Yet Competent, they must appeal with-in 21 days of the result being posted or advised to the learner.

### APPEAL AGAINST RECOGNITION OF PRIOR LEARNING (RPL)

A student can appeal a decision of not yet competent, if the student believes their application for RPL:

- provides sufficient evidence entitling them to be granted RPL
- Can be supplemented with additional evidence to adequately demonstrate the skills and experience required as long as it is with-in 21 days from the result being posted or advised to the learner:

### ACADEMIC APPEALS

A student must appeal a final result of assessment with-in 21 days from the Result of Assessment being issued if:

- The student has been assessed as not yet competent against specific competency standards
- The student feels they have sufficient grounds and evidence entitling them to be assessed as competent
- That student can adequately demonstrate they have the skills and experience to be able to meet the learning outcomes of units they are appealing against.

If a student considers the response to their formal appeal unsatisfactory, they have the right to further appeal to **Industry Accreditation** or Connect Training Group's academic Board or to the National Code of Good Practice in your state or territory.

You can locate the National Code of Good Practice in your state or territory from this web link: [www.dest.gov.au](http://www.dest.gov.au)

All formal appeal documentation appears on our website or it can be sent to you on request by contacting **Industry Accreditation**.

## DISCLAIMER

All material and information on **Industry Accreditation's** website is provided in good faith and is believed to be accurate and current as at the date of publication.

**Industry Accreditation** will not be liable for any damages whatsoever whether in an action in contract, negligence or other tort, arising out of or in connection with access to the website or the information and material contained in it.

## SECURITY RISKS AND COMPUTER VIRUSES

Anyone accessing our website must accept responsibility of all risks associated with the use of the World Wide Web, which operates across insecure, public networks.

Accessing the WWW may put your computer, software or data being damaged by any virus, disabling codes or other defects or devices. Connections transmitted to and from this site could be intercepted and modified by a third person. Please ensure you have the required anti-virus and firewalls required for your operating system.

## THIRD PARTY WEBSITES

The website may contain links and pointers to other websites operated by third parties. Third party links and pointers are included solely for your convenience. Links to third party websites do not constitute endorsement, sponsorship or approval by **Industry Accreditation** of the content, policies or practices of those third party websites.

**Industry Accreditation** has no control over the content of material published by cross referenced third party sites that may be contained in these resources. It is the responsibility of the internet user to make their own decision as to the relevancy, accuracy, currency and reliability of information found on those sites. You agree that by accessing any third party linked website you do so at entirely at your own risk.

**Industry Accreditation** makes no guarantee of the products and services promoted via linked websites.

## INTELLECTUAL PROPERTY

The material and images contained on our web site, brochures and learning material are protected by copyright. You may use the website for personal and non-commercial purposes only.

You may not reproduce, publish or in any manner commercially exploit any part of **Industry Accreditation** content unless expressly authorised by **Industry Accreditation**. Under the Copyright Act 1968 and related amendments, you are limited as to the amount of material that you may copy or reproduce. It is your responsibility to ensure that you do not infringe any applicable law.

## ISSUING OF CERTIFICATES

Upon successful completion of your course or unit/s, you will be issued with a certificate or statement of attainment from Connect Training Group and **Industry Accreditation** via post within 14 days.

## LANGUAGE, LITERACY AND NUMERACY

**Industry Accreditation** is committed to providing assistance to people seeking to undertake training who may have special language, literacy and numeracy requirements. Special needs are highlighted at time of enrolment and **Industry Accreditation** will provide individual assistance where possible to learners who have literacy and numeracy skill needs. Referrals will be provided to specialist literacy and numeracy assistance agencies where appropriate.

## LAWS AND LEGISLATION

Industry Accreditation complies with Federal and State/Territory legislation including but not limited to:

### **Workplace Health and Safety Act 1995- All States**

The Workplace Health and Safety Act provide a framework for managing health and safety risks across all Australian states/territories workplaces. The objective of the Act is to prevent anyone from being injured, seriously or otherwise, or contracting an illness caused by a workplace, workplace activities or specified high risk in operation of equipment/plant. This is achieved by preventing or minimising the exposure to risk.

Related links:

Complete Version of The Workplace and Safety Act 1995  
[www.workcover.act.gov.au](http://www.workcover.act.gov.au)

### **Occupational Health and Safety Act 1989**

An Act to promote the occupational health and safety of persons employed by the Commonwealth, Commonwealth authorities and certain licensed corporations, and for related purposes

Related links:

Compilations of the Act  
<http://www.comlaw.gov.au/comlaw%5Cmanagement.nsf/lookupindexpagesbyid/IP200401538?OpenDocument>

## **The Privacy Act 1988- Applies to all States**

The Privacy Act regulates the handling of personal information such as but not limited to:

- Employees only collect personal information by lawful and fair means and for
- lawful purposes that are necessary for, or that relate directly to, a function or
- activity of the agency.
- Employees must keep personal information secure, maintain its accuracy, and
- ensure that it is used only if it is relevant and complete. Agencies m
- Guidelines regarding the use of Tax File Numbers and data matching in
- Australian Government departments and agencies.

Related Links:

Compilation of the Privacy Act 1988

<http://www.comlaw.gov.au/ComLaw/Legislation/ActCompilation1.nsf/0/723B424C0FA35563CA2574FE00191FA0?OpenDocument>

Copyright Act 1968

Industry Accreditation abides by the copyright law that gives the owner or author of any documents or pieces of information the right to decide what others can do with it.

Related links:

Compilation of The Copyright act 1968- [www.comlaw.gov.au](http://www.comlaw.gov.au)

## **Anti Discrimination Act 1991**

This act promotes equality of opportunity for everyone, by protecting from unfair discrimination.

The act prohibits discrimination on the basis of some of the following:

- Sex
- Marital Status
- Parental Status
- Age
- Race/Culture
- Disability
- Religious Beliefs etc.

Victimisation is also against the law. Victimisation includes threatening, harassing or punishing a person.

Related links:

- Anti Discrimination Act-Queensland 1991-
- <http://www.legislation.qld.gov.au/LEGISLTN/ACTS/1991/91AC085.pdf>

- Age Discrimination Act 2004
- Human Rights & Equal Opportunity Commission Act 1986
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Disability Discrimination Act 1992

<http://www.unisa.edu.au/hrm/equity/information/legislation.asp>

### **Human Rights and Equal Opportunity- Applies to all States**

Connect Training Group abides by the equal opportunity legislations by providing a work environment in which:

- All people are treated with dignity and respect;
- All people have equal access to jobs, opportunities and careers based on their knowledge, skills and abilities;
- All selection is based on merit, i.e. the best person for the job; and
- Diversity is valued.

Related links:

- Human Rights Commission- [www.humanrights.gov.au](http://www.humanrights.gov.au)

### **Industry Specific Legislation**

The Environmental Protection Agency (EPA) administers the key Queensland legislation of the Environmental Protection Act 1994, the Nature Conservation Act 1992, the Marine Parks Act 2004, the Coastal Protection and Management Act 1995 and the Queensland Heritage Act 1992.

The teaching ethos and standards met by Industry Accreditation follow acts administered by EPA. These are as follows:

- Aboriginal Land Act 1991 (s83(2)-(11); s134 (as it applies to the provisions of the Act administered by the Minister for Environment)
- Brisbane Forest Park Act 1977
- Coastal Protection and Management Act 1995
- Currumbin Bird Sanctuary Act 1976
- Environmental Protection Act 1994
- Forestry Act 1959 (jointly administered with the Minister for Natural Resources, Mines and Water except to the extent administered by the Minister for Primary Industries and Fisheries)
- Marine Parks Act 2004
- National Environment Protection Council ( Queensland) Act 1994
- National Trust of Queensland Act 1963
- Nature Conservation Act 1992
- Queensland Heritage Act 1992
- Recreation Areas Management Act 2006

- Torres Strait Islander Land Act 1991 (s 80(2)- (11); s131 (as it applies to the provisions of the Act administered by the Minister for Environment)
- Tweed River Entrance Sand Bypassing Project Agreement Act 1998
- Water Efficiency Labelling and Standards Act 2005
- Wet Tropics World Heritage Protection and Management Act 1993

[http://www.epa.qld.gov.au/about\\_the\\_epa/legislation/index.html](http://www.epa.qld.gov.au/about_the_epa/legislation/index.html)

### **Tourism Australia Act 2004**

Industry Accreditation follows the Tourism Australia's objectives, which are:

- (a) to influence people to travel to Australia, including for events; and
- (b) to influence people travelling to Australia to also travel throughout Australia; and
- (c) to influence Australians to travel throughout Australia, including for events; and
- (d) to help foster a sustainable tourism industry in Australia; and
- (e) to help increase the economic benefits to Australia from tourism.

[http://www.tourism.australia.com/content/About%20Us/tourism\\_australia\\_act\\_2004.pdf](http://www.tourism.australia.com/content/About%20Us/tourism_australia_act_2004.pdf)

### **Tourism Services Act 2003**

Industry Accreditation follows the Tourism Services Act 2003 Act that is to provide protection for tourists in dealings with inbound tour operators and tour guides, and for related purposes.

The main purpose of this Act is to provide for fair trading in the tourism services industry by—

- (a) establishing a registration system for inbound tour operators; and
- (b) providing for codes of conduct for inbound tour operators and tour guides including the setting of minimum standards for—
  - (i) carrying on the business of an inbound tour operator; or
  - (ii) tour guides; and
- (c) prohibiting unconscionable conduct by inbound tour operators and tour guides; and
- (d) promoting sound business practices by inbound tour operators and tour guides.

<http://www.legislation.qld.gov.au/LEGISLTN/ACTS/2003/03AC061.pdf>

## TRAINING AND EDUCATION

The Vocational Education, Training and Employment Act 2000

The objectives of the Vocational Education, Training and Employment Act 2000 are to:

- establish a system for the effective and efficient provision of high quality vocational education and training to meet the immediate and future needs of industry and the community
- provide mechanisms for employees, employers, associations of employees or employers, and the community, to advise government on vocational education and training needs and priorities to meet those needs
- support the continued development of high quality training by and within industry
- facilitate the provision of vocational education and training that is relevant to employment and encourages the generation of employment opportunities
- regulate the registration of training organisations within the State
- meet the State's obligations under national training arrangements about vocational education and training.

Related links:

The Vocational Education, Training and Employment Act 200 for the state of Queensland

<http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/V/VocEdTrEmA00.pdf>

AQTF 2007 Standards for RTO's: <http://www.training.com.au/aqtf2007/>

## NATIONAL RECOGNITION

National recognition is the process that recognizes Australian Qualifications Framework (AQF) Qualifications and Statements of Attainment issued by other Registered Training Organisations (RTO's) enabling individuals to receive national recognition of their achievements.

To receive credit for previous study, students need to be enrolled in the program and provide certified copies of previously obtained qualifications; statements of attainment or statement of results to **Industry Accreditation**. Students must also provide evidence that this previous training is still current; this can be achieved by submitting a resume supporting your experience in these learning outcomes.

## PRIVACY AND CONFIDENTIALITY

Personal information collected as a result of your enrolment may be used by the Department of Employment and Training for statistical requirements for vocational education and training information. It may also be used by **Industry Accreditation** for future planning, reporting, communication, research, evaluation and auditing and marketing. Only authorized **Industry Accreditation** and Connect Training Group staff has access to this information.

- Your personal information may be disclosed to Commonwealth and State Government authorities and agencies for statistical purposes.
- If you are under the age of eighteen (18) years your personal information, attendance details, progress and results may be disclosed to your parent/guardian.

## RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning (RPL) means recognition of competencies currently held, regardless of how or where the learning occurred. Under the Australian Quality Training Framework (AQTF), competencies may be attained in a number of ways. This includes through any combination of formal or informal training and education, work experience or general life experience.

In order to approve an RPL application, **Industry Accreditation** must be confident that the candidate is currently competent against the endorsed SIT07 Tourism, Hospitality and Events Training Package standards or outcomes.

The evidence may take a variety of forms and could include copies of certificates, references from employers, testimonials from clients and work samples. **Industry Accreditation** needs proof that the evidence supplied is authentic, valid, reliable, current and sufficient.

An RPL application kit which provides information on evidence requirements as well as mapping guides will be provided to assist you in arranging your portfolio of evidence for each unit or course. Please refer to our RPL Policy for further information.

## AUTHORISED SIGNATORIES

Certificates, Diplomas, and Statements of attainment that are being sent to **Industry Accreditation** as evidence, need to be signed and dated by one of the following authorities with this statement on the front of the document/s:

- Authorized Signatories:
- Justice of the Peace Commissionaire of Declarations
- Policeman Doctor
- School Principal

## QUALIFICATION PATHWAYS

This chart provides examples of common qualification pathways within the tourism industry. The tourism qualifications offered with **Industry Accreditation** meet a range of guiding, job outcomes and support a range of career paths within the guiding industry.

Successful completion of a qualification will enable a significant credit transfer to a higher level qualification.



## STUDENT HANDBOOK VERIFICATION

It is a requirement that you access and read this student handbook before you commence your enrolment with **Industry Accreditation**.

Accessing and reading this student handbook indicates that you have read, understood and valued **Industry Accreditation's** Code of Practice and associated documents and policies which it encompasses, including but not limited to:

- Enrolment processes
- Policies and Procedures
- Access and equity
- Appeals and complaint processes
- Refund policy
- External Review
- Recognition of Prior Learning
- National Recognition
- Student Standards

Please contact **Industry Accreditation** if you have any questions relating to this information

Ph: (07) 4055 0592

Email: [info@industryaccreditation.org.au](mailto:info@industryaccreditation.org.au)