

General	
Welcome	Welcome to IPI Learning. We want you to have a positive and satisfying learning experience so we will assist you with all aspects of your training.
Short course	A short course provides training and assessment in response to a client-specific training need or to an agreed industry need. You will be advised if the short course is nationally recognised training based on a unit of competency. Alternatively, a non-accredited short course does not align with national units of competency.
Enrolment	Enrolling is a critical first stage of your training program. The enrolment form asks for a range of personal information. If you are participating in accredited training this information is required as part of IPI's reporting obligations to the State Training Authority. Please complete enrolment documents fully and carefully; inaccurate information may affect issuing a certificate later on.
Training standards and course delivery	Accredited training and assessment will meet the requirements of national Industry Training Package standards or accredited course requirements. These standards will be made available to you. In delivering non-accredited short course training, IPI will ensure that you have access to any relevant industry standards and the learning outcomes and assessment requirements of the program of study. You will receive a training folder with notes and learning resources.
Assessment	Assessment of recognised training will align to the unit(s) of competency on which the training is based. If non-accredited training, assessment will meet the learning outcomes of the course. On completion of each assessment task, IPI will provide feedback on your progress together with your assessment result. Your IPI trainer/assessor is available for you to contact when you need assistance or follow-up in relation to training and assessment.
Certification	Once you have met the specified requirements and passed all prescribed assessments (refer to your Assessment Running Sheet, if relevant) you will be issued with a Statement of Attainment for nationally recognised training or a certificate of completion for non-accredited training. There may be administrative requirements (for example, providing evidence of a trade qualification or a first aid certificate) that you need to meet before a certificate can be issued.
RPL and RCC	It's IPI Learning policy that an individual's learning, knowledge and skills are recognised regardless of how or where these skills are acquired and provided they are relevant to your training. Recognition of Prior Learning (RPL) and Recognition of Current Competency (RCC) are available to eligible learners. Consider if either may apply to you so that you can discuss your situation with IPI.
National recognition	IPI Learning recognises and accepts the Qualifications and Statements of Attainment issued by other RTOs. A learner who has received a qualification from another RTO will be asked to provide IPI with an original copy (or a verified copy) of their Qualification/Statement of Attainment so that a file copy can be made. If you have completed a unit of competency at another institution, IPI will make credit transfer arrangements. There is no charge for national recognition or credit transfer.

What IPI will provide	
Administration	<p>IPI Learning maintains a system for recording enrolment, attendance and completion details, assessment information (including RPL), results and qualifications issued.</p> <p>If you wish to view your personal file you can do so by making an appointment with IPI Learning administrative staff.</p>
Policies	<p>Introduction – access and equity IPI Learning endeavours to provide fair and equitable access for all clients to the services we offer. In keeping with this aim, there are policies and procedures that guide our operations.</p> <p>Confidentiality All student records are handled and stored in a way that maintains your privacy and the integrity of the records. Only you, your employer and IPI Learning staff have access to your records. Unless required to do so by law, IPI Learning will not allow access to your personal information by others without your written approval.</p> <p>Complaints and appeals A complaint must be lodged within 30 days of dissatisfaction arising or a grievance occurring; or of an unsatisfactory formal or informal resolution; or of an assessment decision. The complaint procedure can be requested by emailing training@ipi-inst.com.au.</p> <p>Support services IPI Learning will endeavour to provide technical support to all of our learners on an ongoing basis. If your issue relates to your workplace or interactions with colleagues in the workplace, you should take up the matter with your supervisor or HR team.</p>
Learning Environment	<p>IPI Learning undertakes to comply with laws, regulations and standards relevant to the operation of training premises, including occupational health and safety and fire safety regulations.</p> <p>You will be inducted into the OHS requirements of the training venue at the commencement of your course.</p>
Safety and Security	<p>If you have general safety concerns, notify your trainer and the IPI Learning manager.</p>
Catering	<p>Tea and coffee facilities are available at all of our training venues.</p> <p>For selected courses IPI Learning will provide lunch, morning and afternoon teas.</p> <p>When notified IPI Learning will try and accommodate any special dietary requirements, however we cannot guarantee that this will be possible in all cases.</p>
Quality Assurance	<p>IPI Learning has a quality assurance and improvement system which includes documented procedures for managing and monitoring training operations and for reviewing learner/employer satisfaction.</p>

Expectations of learners	
Your Circumstances	<p>You must inform IPI Learning if you:</p> <ul style="list-style-type: none"> change your personal details (eg address, phone number, etc) have an accident or incident whilst in an IPI Learning training session.
Participation	<p>Your employer and IPI Learning expect you to actively participate in the training and assessment tasks made available to you.</p> <p>It is your responsibility to complete tasks or activities relating to your training program by the agreed assessment date. You must attend all assessments (if applicable) with completed work requirements and/or any other information that may assist in proving your competence in the assessment task.</p>
Attendance	<p>You are regarded as being at work while you are training with IPI Learning.</p> <p>Punctuality and Absences</p> <p>Your employer and IPI Learning expect that you will arrive punctually for classes and not leave until directed to do so by your trainer.</p> <p>Please notify your trainer/assessor if you will be late or absent from class. IPI Learning is required to monitor attendance and record and report lateness or absence.</p>
Plagiarism and Cheating	<p>IPI Learning strives to ensure fair and relevant assessment and to provide a supervised environment that maximises individual potential and which reduces the opportunity for dishonesty.</p> <p>Plagiarism and cheating in any form are a serious breach of trust and are unacceptable.</p> <ul style="list-style-type: none"> Plagiarism is using, without acknowledgement, the work of another person or persons and representing it as your own. Cheating is knowingly misleading, deceiving or acting dishonestly for one's own gain. <p>Instances of plagiarism or cheating will be dealt with according to IPI Learning Cheating and Plagiarism policy. Disciplinary action may include suspension from a course and reporting instances to your employer.</p>
Behaviour and Misconduct	<p>IPI Learning' aim is to provide a quality learning experience for learners and for each person to have an equal opportunity to learn in a supportive environment. In your interactions with others, it's expected that you will:</p> <ul style="list-style-type: none"> treat other learners and staff with respect and in a way that doesn't compromise their health, safety, privacy and welfare abide by IPI Learning' OHS and welfare policies and procedures comply with all lawful and reasonable directions given by IPI Learning staff while involved in a IPI Learning-controlled or -sponsored activity abstain from bullying, harassing, unfairly or unlawfully discriminating against others, engaging in inappropriate conduct or using offensive language or gestures adhere to program requirements and accepted class norms and not behave in a way that disrupts or interferes with an IPI Learning class or activity not attend class or an IPI Learning activity whilst under the influence of prohibited drugs and/or substances including alcohol. <p>Instances of misconduct may be referred to a person's employer for disciplinary action as well as resulting in sanctions such as suspension or exclusion from classes.</p>
Client Satisfaction Surveys	<p>At the end of a course you may be asked to complete a post-training feedback form. These are important for continuous improvement purposes, so you are encouraged to provide considered responses that accurately reflect your learning experience.</p>