



Pre-Enrolment

Information Presentation

RTO No.: 45294

About Us

- I.G Institute is a new and rapidly growing registered training organisation conveniently located in the Western part of NSW, close to the second largest city of NSW.
- It was formed with a passion for enhancing the skills and knowledge of people working in Australian Industry. I.G Institute facility that is readily accessible.
- All I.G Institute personnel are highly skilled professionals with substantial knowledge through experience at the front line of the industry & education sectors. Our students are treated as individuals in recognition of their unique training requirements. I.G. Institute continuously strives to achieve positive outcomes for all.



Our Mission

To provide relevant skills & knowledge to meet the needs of industry in consideration of the uniqueness of each learner.

- **Why Choose I.G Institute**
 - An organisation committed to its clients
 - Highly experienced trainers (we select only the best)
 - Cost effective solutions
 - Relaxed & modern environment suited for learning
 - Ongoing support throughout your learning journey
 - Flexible learning options
 - Continuous improvement philosophy
 - Gain increased workplace skills and knowledge
 - Be inspired with confidence to achieve career progression
 - Increase your workplace efficiency, proficiency and service delivery

Pre-Enrolment Information

- This information has been prepared to help proposed students make an informed decision about where to study. It includes details of I.G Institute's policies that could affect training and assessment for those considering studying at I.G Institute.
- It also provides information about the various options that may be available to those students. It is important that students read this information carefully prior to enrolment.
- I.G Institute is a new and rapidly growing registered training organisation conveniently located in Western part of NSW, close to the second largest city of NSW. We take our registration seriously and endeavour to do all that is required to ensure our policies comply with the requirements of Standards for RTOs 2015 which outline good practice in marketing, operation, financing and administration as well as the training and assessment services provided to proposed students.

Access and Equity

- I.G Institute is committed to providing opportunities to all people for advancement in training on an equitable basis, including industries where women are under-represented, people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote learners.
- All students have equal access to our programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.
- All students who meet the entry requirements (if applicable) as prescribed by the appropriate National Training Package will be accepted into any program within I.G Institute's scope of registration.

Course Information

- Currently on scope
 - BSB50215 Diploma of Business
- Qualifications (When approved by ASQA)
 - CHC33015 Certificate III in Individual Support (Ageing) and (Disability)
 - CHC43015 Certificate IV in Ageing Support
 - CHC43115 Certificate IV in Disability
 - CHC42015 Certificate IV in Community Services
 - CHC52015 Diploma of Community Support (Case Management)
 - SITFAB002 Responsible Service of Alcohol
 - SIS30519 Certificate III in Sports Coaching
 - SIS30315 Certificate III in Fitness
 - HLTAID003 Provide First Aid and HLTAID004 Provide First Aid in Education
- Nationally Recognised
 - National recognition is the process that recognizes Australian Qualifications Framework (AQF) Qualifications and Statements of Attainment issued by Registered Training Organisations (RTO's), enabling individuals to receive national recognition for 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 I.G Institute.



Training and Assessment Information

- Modes of Delivery
 - Face-to-Face
 - Online
- Trainers
 - Highly skilled professionals with substantial knowledge through experience at the front line of the industry & education sectors
- Location
 - Close to Blacktown train station, close to the second largest CBD within NSW



Enrolment Information

- Enrolment

- Once you have made the decision to Enrol with I.G Institute to undertake a course you will be provided with an enrolment pack which will contain the following;
 - Enrolment form
 - Government Fact Sheet on USI's
 - LLN Test (*this is to be completed on the day of your enrolment*)
 - Term and Conditions
 - Chosen course information flyer
 - Student Handbook
 - Student Code of Conduct
- Once Student Services/Admission have reviewed all documents provided by you and are accurate, they will send out via email a Confirmation of Enrolment Letter.
- Student will be required to undertake a induction set up by I.G Institute Students Services personnel where;
 - You will be introduced to Training Manager
 - Shown where you will undertake your studies
 - Evacuation procedure and meeting point
 - Meet and Greet I.G Institute trainer and staff members
 - Have your Student College ID Card provided

Privacy Policy

- I.G Institute complies and abides by the NSW Privacy and Personal Information Protection Act 1998
- Personal information is information that identifies you. Personal information could be;
 - A record of your name, address, and other details about you
 - Photographs, images, video or audio footage
- I.G Institute collects personal information solely for the purposes of operation as a provider. All reasonable steps are taken to protect personal information from misuse, loss, unauthorised access, modification or disclosure, including password protection of electronic files, secure storage of paper files and secure backup of data.
- All students are able to access their results via their student portal and are able to send a request to get their personal information updated if their contact details are not accurate or out of date.
- Access to student's personal information may be given to an identified government officer from such agencies as the ASQA for the purposes of an audit.
- I.G Institute is required to collect Under the Data Provision Requirements 2012 personal information about our students and disclose that personal information to the National Centre for Vocational Education Research Ltd. (NCVER).

Support Services

- Support
 - We currently offer support in:
 - Assessment options including recognition of prior learning (RPL)
 - options in delivery modes
 - training needs
 - special needs, including Language, Literacy and Numeracy.
 - During enrolment your first point of contact will always be a member of our administration team, and at any time during your studies the administration team members are here to assist you.
 - Additionally, if your concerns are of an academic nature, your trainer would be the appropriate person to discuss your needs with. If at any time you feel that you are not receiving the support that you require the matter needs to be brought to the attention of the Academic Manager who can be contacted via College main line

Student Rights and Responsibilities

- Students are required to be familiar with the policies and procedures contained within I.G Institute student handbook and/ or on our website www.igi.nsw.edu.au
- If students require clarification on any information it is the student's responsibility to contact I.G Institute.
- Student is to understanding and accepting the enrolment conditions, and providing accurate information about themselves, any changes to their address or phone numbers need to be made within 7 days
- Student to paying of all fees and charges associated with their course
- Student to ensuring they attend classes regularly, punctually and sober and drug free
- I.G Institute ensures to provide high quality training and assessment
- I.G Institute ensures to provide access to all I.G Institute services regardless of background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation
- I.G Institute ensures to provide an appropriately, safe and clean learning environment, free of all forms of harassment and discrimination, and be treated with dignity and fairness,

Course Fees and Refunds Information

- Fees

- Each course has an established fee which varies between courses, depending on the nature of the course and the materials required.
- Details relating to specific fees are outlined on the relevant course flyer provided with this presentation. If students wish to discuss any aspect, they are encouraged to contact us for clarification.

- Refunds

- I.G Institute is committed to the fair and transparent application of fees and charges, including the processing of refunds. Students are provided with details of all fees and charges and copies of the relevant refund policy prior to enrolment or can access through our website www.igi.nsw.edu.au
- This policy outlines the circumstances in which a student or client may receive a full or partial refund of their course fees.

- Fees in Advance

- The RTO has appropriate safeguards and fair options in place for any monies paid in advance and that these funds are not used until courses and or units have commenced.

Complaints and Appeals

- I.G Institute will provide appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively and will ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process.
- Should a student wish to lodge a formal complaint and/or appeal, you should read and follow the policy and procedure that is located on our website www.igi.nsw.edu.au
- Should a student wish to lodge an appeal against a decision or assessment outcome, they should follow the policy and procedure that is located on our website www.igi.nsw.edu.au



Thank You.



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www.igi.nsw.edu.au