

Student Handbook

Indie College 2026

Indie College Student Handbook



Find Us

Indie College operates across multiple locations throughout Australia. To find your nearest campus please visit our Contact page indiecollege.edu.au/contact-us

Indie College Student Handbook

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Indie Education | RTO Code 3732 | ABN 28 368 867 854

This Student Handbook is reviewed annually to ensure alignment with current legislation, regulatory requirements, and best practice. V.2026.07.10 | Next review date July 2027

Acknowledgement of Country

Indie College acknowledges the Traditional Owners of the land on which we work and learn. We pay our respects to Elders past, present, and emerging, and recognise their continuing connection to land, waters, culture, and community. We honour the rich traditions and enduring cultures of all Aboriginal and Torres Strait Islander people.

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Indie College

About Us

At Indie College, we believe every young person deserves the opportunity to thrive through education. As a not-for-profit Registered Training Organisation (RTO), Indie delivers nationally accredited courses designed to support students aged 15 to 19 who may have experienced challenges or have disengaged from education. Indie College is registered with both the Australian Skills Quality Authority (ASQA) and the Victorian Registration and Qualifications Authority (VRQA), ensuring our programs meet rigorous national and state standards for quality and compliance.

Our vision

Indie empowers students to overcome personal barriers and re-engage with education in a flexible, inclusive, and supportive environment. Our programs are built around each student's strengths, interests, and goals, helping them build confidence, skills, and a vision for their future.

Who we support

Indie is ideal for students who

- Benefit from individualised support and small group learning.
- Are seeking flexible pathways to education and training.
- Want to strengthen their Literacy, Numeracy and Digital Literacy (LLND) skills.
- Are ready to reconnect with learning and explore new possibilities.

What we offer

Indie College specialises in foundation level courses that focus on:

- Language, Literacy, and Numeracy (LLND).
- Life and employability skills.
- Community engagement and personal development.
- Goal setting and project-based learning.

Indie programs have a strength-based approach, encouraging students to take ownership of their learning journey while receiving the support they need to succeed.

Our partnerships

Indie College proudly partners with Indie School to deliver:

- The Let's Go Re-Engagement Program
- Vocational Education and Training in Schools (VETiS)

These programs offer practical, hands-on learning experiences that prepare students for further education, training, or employment.

Hours of operation

Indie sites are open from Monday to Friday, 8.30 am - 4.30 pm (excluding Public Holidays and the Christmas Closure period).

Indie College is open during school holidays. All sessions run as normal, with the expectation that students will attend.



Indie Programs

Let's Go Program

Let's Go is designed for students who require additional support and / or are not ready for a traditional classroom setting. Let's Go is delivered in one-on-one, pairs, or small group settings with a dedicated Coach (Trainer and Assessor).

Frequency of sessions is dependent on student's needs, and each student is provided with an individualised timetable to build their engagement and support their progress.

Students are enrolled in one of three levels of the Certificate in General Education for Adults (CGEA), based on their individual learning needs and goals:

- 22689VIC Certificate I in General Education for Adults (Introductory).
- 22690VIC Certificate I in General Education for Adults.
- 22691VIC Certificate II in General Education for Adults.

In addition, students may also undertake a vocational qualification

- SIT10222 Certificate I in Hospitality.
- ICT20120 Certificate II in Applied Digital Technologies (Statement of Attainment).

VET in Schools – Indie School Students only

In partnership with Indie School, Indie College offers VET in Schools programs exclusively for Indie School students.

These programs are designed to complement school-based learning and provide pathways into further education or employment.

VET in Schools options include:

- SIT10222 Certificate I in Hospitality.
- ICT20120 Certificate II in Applied Digital Technologies.
- BSB20120 Certificate II in Workplace Skills.

Respectful and Inclusive Learning Environment

Indie is committed to creating a learning environment where every student feels safe, respected, valued, and supported. We celebrate diversity and welcome students from all backgrounds, including:

- Aboriginal and Torres Strait Islander students.
- Students experiencing mental health challenges.
- Students re-engaging with education.
- Students with disabilities.
- Neurodivergent students.
- Students from Culturally and Linguistically Diverse (CALD) communities.

Indie has an expectation that all students, employees, and visitors contribute to a culturally safe, respectful, and inclusive environment. Discrimination, harassment, bullying, or vilification of any person based on race, religion, ethnicity, culture, nationality, gender, disability, sexual orientation, or any other protected attribute will not be tolerated.

This includes, but is not limited to, any behaviour, language, symbols, or actions that promote hatred, hostility or intimidation towards individuals or groups because of their race or religion. This specifically includes antisemitism, Islamophobia, racism, and other forms of racial or religious vilification.

Our approach is strength-based and student-centred. Each student's lived experiences, abilities and goals are recognised and valued. Employees are trained to support diverse students, through cultural competency training, to ensure respectful and inclusive learning environments.

Any behaviour that undermines this expectation may result in disciplinary action in line with the company's policies and procedures.

Students who experience or witness discrimination, harassment, bullying, or vilification are encouraged to report the matter through the company's complaints process. All complaints will be handled fairly, confidentially, and in accordance with our feedback, complaints, and appeals procedures.

This commitment reflects our dedication to equitable access and participation, consistent with the Standards for RTOs 2025..

Learning Spaces

Indie Facilities, Safety and Risk Management

Indie College offers a comfortable, safe, and supportive learning environment for all students and employees. During the enrolment interview, students are informed of which Indie location, along with the specific days and times they are required to attend. In some cases, alternative options such as community centres or libraries may be used to better meet the student's needs.

Indie College conducts regular risk assessments on all facilities to ensure a safe learning environment. If students have any concerns about a facility, they are encouraged to report these immediately to an Indie employee.

Students will receive a guided tour of the Indie site, inclusive of what to do in case of an emergency evacuation.

In the unlikely event of an emergency, students are expected to follow all instructions provided by Coach or Lead Coach and are asked to familiarise themselves with the evacuation procedure.



ICT Equipment

Indie College provides access to ICT equipment (such as laptops or tablets) for the duration of the student's course/s to support learning. This equipment remains the property of Indie College and must be used responsibly.

Usage Guidelines

- ICT equipment must not be used for any activity that is illegal or that encourages behaviour considered an offence under Australian law.
- Students must not access prohibited websites or engage in any activity that may compromise the security or functionality of the device.

Reporting Issues

- Any technical problems should be reported immediately to the Coach or Lead Coach.
- Indie College will arrange for the issue to be checked and resolved.
- Any physical damage to the equipment must also be reported to the Coach or Lead Coach.
- Depending on the circumstances, repair or replacement costs may be the responsibility of the student, especially if the damage is due to misuse or illegal activity..

Ownership and Return

- ICT equipment is on loan during the course and must be returned in good condition.
- The company reserves the right to reclaim ICT equipment at any time.

Employees

Meet the Indie Team

Indie College aims to respond to general student enquiries within **two (2) business days**. Urgent matters relating to student wellbeing, safety, or risk of harm will be prioritised and responded to **as soon as possible**, including same-day response where practicable.

Indie College is committed to maintaining professional, respectful, and supportive relationships with all students. Each Indie location is staffed by a dedicated team focused on student success and wellbeing.

Coach

Once enrolled, each student will be assigned a Coach who will be the main point of contact throughout the duration of the course. Noting, students may also work with other Coaches during their time at Indie.

The role of the Indie Coach is to

- Create an engaging and inclusive learning environment.
- Support students with coursework and assessments.
- Help students, review, and achieve learning goals.
- Organise group engagement activities to build connection and confidence.
- Provide transport to and from sessions if required.

Students will receive contact details for Coach and Lead Coach, who are available during business hours to assist with coursework and assessment, learning goals and progress, and general support needs.

Lead Coach

The Lead Coach is responsible for completing the students enrolment paperwork, managing the coaching team, assisting students with any questions or concerns, and supporting learning progress. Lead Coaches will also participate in student sessions and offsite activities. The Lead Coach plays a key role in ensuring training and assessment practices meet the 2025 Outcome Standards for RTOs.

Administration Officer

Indie's friendly Administration Officer welcomes all students and visitors to the site, helping to navigate the site and provides support with general enquiries.

Welfare

At Indie College, Welfare Officers play a key role in supporting students from the very beginning of their journey.

Initial Enrolment Support

A Welfare Officer conducts the initial enrolment interview with all students, prior to meeting the Lead Coach. This step helps Indie understand how to best support each student throughout their time at the College.

Ongoing Welfare Support

Welfare Officers are available at all Indie sites and continue to support students while they are engaged in their course. They provide:

- Wellbeing support, information, and guidance.
- Delivery of wellbeing programs tailored to student needs.
- Referrals to external services when additional support is required.

If students need welfare-related assistance, Indie's Welfare Officers are available during business hours to provide appropriate support or referrals, in line with Child Safe Standards, Mandatory Reporting and professional boundaries.

Area Manager

The Area Manager oversees multiple Indie College sites to ensure quality, compliance, and consistency across locations. The Area Manager visits all sites in their area regularly to stay connected with students and employees. The Area Manager ensures that all services align with the VET Quality Framework, ASQA requirements, and the Australian Qualifications Framework (AQF).

Standards

Privacy, Safety and Compliance

Privacy and Safety

Indie College is committed to protecting your personal information in accordance with the Privacy Act 1988 and the Australian Privacy Principles.

During the enrolment process, all students will receive clear information about:

- Privacy rights.
- The training agreement.
- Consent to publish and use of personal information.

Students can accept or decline these statements before signing the enrolment. If a student is under 18 (and not classed as an independent student), parent or guardian's consent is required. Students will be provided with a copy of their Enrolment Agreement and Consent Form for their records.

Indie ensures that all personal information is managed securely and respectfully, in line with current legislation Indie policies and procedures.

Compliance and Safety Standards

The company complies with all relevant legislation, regulatory frameworks, and quality standards to ensure a safe, inclusive, and high-quality learning environment. These include:

- Australian Skills Quality Authority (ASQA).
- VET Quality Framework.
- Standards for RTOs 2025.
- Australian Qualifications Framework (AQF).
- Standards for VET Accredited Courses 2021.
- Fit and Proper Person Requirements 2011.
- Victorian Registration and Qualifications Authority (VRQA).
- Child Safe Standards (as per state requirements in VIC, NSW, TAS, QLD, SA, and WA).



Child safety and Mandatory Reporting

- All Indie employees hold a current Police Check and Working with Children Check (in each state of operation where they are based and / or deliver training).
- All Indie employees complete Mandatory Child Safety and Reporting training annually (in each state of operation where they are based and / or deliver training).

These measures ensure that all students are supported in a safe, respectful, and professionally governed environment, in line with current national and state-based legislation and requirements.

Equity and Inclusive Practice

The company is committed to ensuring that all students have equitable access to education and training. Indie's training and assessment practices are designed to:

- Embrace cultural diversity and utilise appropriate language and terminology.
- Use plain Australian English to support clarity and understanding.
- Provide clear advice on reasonable adjustments for students with additional needs, such as extended time or technologies to support student learning.
- Allow for re-assessment and/or re-enrolment if required.
- Incorporate culturally specific competencies, where relevant.
- Provide flexibility to accommodate different individual learning requirements.
- Use language that is free from discrimination, bias, or stereotypes.

This inclusive approach supports the Outcome Standards of the 2025 RTO framework, which prioritise:

- Student experience.
- Integrity.
- Continuous improvement.

Enrolling at Indie

Enrolment Process: Two-Step interview

To ensure each student is enrolled in the most suitable course with the correct level of support, Indie College conducts a two-step enrolment process.

Step 1: Enrolment meeting with the Welfare Officer

Students initially meet with a Welfare Officer. This conversation helps the Welfare Officer get to know the student and explore how Indie can best support their learning journey. It includes identifying the student's strengths, and any required support that may assist during the course.

ACER Assessment and Digital Literacy Check

As part of this step students are required to complete an online ACER assessment (unless completed within the past 12 months) to determine current Language, Literacy, Numeracy and Digital Literacy (LLND).

Step 2: Enrolment meeting with the Lead Coach

Following the initial meeting with the Welfare Officer, the student will meet with the Lead Coach to discuss learning goals, course options, and expectations. This step ensures that the most suitable program is selected based on the student's individual needs, interests, and aspirations.

During this interview, students are encouraged to:

- Discuss any areas where support may be needed.
- Ask questions about course content, expectations, or future pathways.
- Ask about Indie sites, facilities, Coach etc.
- Share goals and aspirations to help shape their learning journey.

If students require further information at any stage, a Coach or Lead Coach is available to assist.

Unique Student Identifier (USI)

In Australia, all students must have a Unique Student Identifier (USI), a lifelong education number that creates a personalised online record of all nationally accredited training completed since 1 January 2015.

Why is a USI important?

- It is mandatory for all students enrolled in nationally accredited training.
- Without a USI, students cannot commence training with Indie College.
- Students may be ineligible for Commonwealth financial assistance without a USI.

Need help creating your USI?

For students who don't have a USI or are unsure if they already have one, the Lead Coach can assist with this during Step 2 of the enrolment process.

To learn more or apply for a USI, visit: www.usi.gov.au





Course Delivery

Training Plan and Learning Materials

All students enrolled at Indie College are emailed a personalised Training Plan (TP) prior to commencing with Indie. The Training Plan includes everything students need to know about the course of enrolment, including.

- Course full title and course code.
- How training will be delivered.
- Name and contact details of assigned Indie Coach.
- A list of all Units of Competency (UoC) - the student has been enrolled in.
- Proposed start and finish dates for units.

As part of the first session at Indie, all students and their Coach are required to co-sign a printed copy of the Training Plan. Students can ask for an updated signed copy of the Training Plan.

All students will be provided with the below at their first session at no cost.

- Student Activities and Assessment Booklet.
- Student Support Materials Booklet.
- Binder / folder to store learning resources.
- A stationery pack (pen, highlighter, etc.)

At the beginning of each unit, the Coach outlines the content, requirements, and expectations of the unit to the student. All students will be required to sign a declaration confirming their understanding.



Assessment & Attendance

All students have their own Assessment Schedule and Attendance Record which supports student's progress and attendance.

Assessment Schedule and Attendance Record outlines:

- The units the student is enrolled in.
- Duration in weeks required to complete each unit.
- Student and Coach must co-sign attendance at each session.

How students will be assessed

Each unit includes:

- Student activities designed to develop, consolidate, and reinforce skills.
- Assessments conducted to demonstrate competency and what has been learned.
- Extension activities are also provided to support, revise, and consolidate learning.

The Coach will explain:

- The purpose and focus of the unit.
- How the learning process will be structured.
- What resources or equipment will be used.
- When and where assessments will take place and assessment method, examples below:
 - Written tasks.
 - Practical activities
 - Portfolios of evidence
 - Roleplays and case studies
 - Oral and written questions
 - Observations

When submitting work, students must sign a declaration confirming the submission is their own. The Coach will refer to Indie's Coach Marking Guidelines to ensure all coursework and assessments are marked in a fair, valid, reliable and flexible manner.

Unit Completion and Feedback

To support understanding of progress / areas for improvement, at the end of each unit the student will receive constructive written and verbal feedback.

Unit Outcomes

Competent (C) indicates that the student has successfully completed the requirements of the unit.

Competence Not Achieved (CNA) indicates that the student did not successfully meet the requirements of the unit.

Noting in Western Australia WA, CNA is recorded as **Not Competent (NC)**.

Opportunity to re-submit.

If a student receives a CNA (or NC in WA), the student has one (1) opportunity to re-submit the assessment(s) to demonstrate competency.

Students Right to Appeal

Indie is committed to fairness and supporting every student's success. If a student believes that an assessment outcome is unfair, they have the right to appeal. The appeal process involves the following steps.

Step 1: Initial discussion

It is recommended that the student discusses their concerns with a Coach or Lead Coach in the first instance.

Step 2: Formal appeal

If the issue is not resolved, the student may proceed with the company's formal complaints and appeals process. This process is available on Indies website, or a printed copy can be provided upon request at any Indie site.

Access to Policies and Procedures

Full versions of Indie College's policies and procedures, including the Complaints and Appeals Policy, Privacy Policy, Assessment Policy, and Code of Conduct are available upon request or can be accessed via Indie's website at www.indiecollege.edu.au/policies

Course Delivery and Attendance

Indie College offers full-time accredited courses designed to support the development of individual learning needs in the following areas.

- Reading, writing, and numeracy.
- Employability and communication.
- Goal setting and personal development.

All courses are delivered through:

- Face-to-face sessions with a Coach.
- Self-paced learning, including homework, research, and revision.
- Flexible formats, including one-on-one or small group sessions.

Monitoring Student Progress

Indie College is committed to delivering measurable outcomes for all students. Indie regularly monitors student progress through attendance tracking and engagement reviews. Student satisfaction and feedback are analysed to inform continuous improvement and ensure Indie courses support job readiness, engagement into further training and education, and personal development.

Attendance Expectations

To stay on track with learning goals, each student is expected to attend all scheduled sessions as outlined in their individualised timetable. Regular attendance is essential for progress and success.

If a student is unable to attend or is running late, it is expected that they will contact their Coach as soon as possible.

Frequent absences or late arrivals may affect your progress and could result in withdrawal from the course. If a student is withdrawn and has successfully completed any units, a Statement of Attainment (SOA) will be issued for those units within 30 days of withdrawal.

Indie College aims to be flexible and will work with students to make adjustments where possible. This may include

- Regular breaks.
- Flexible arrangements.
- Coach and Welfare support.



Transport Support

To support student engagement and reduce transport barriers, especially in rural and regional areas, Indie College can provide transportation to and from learning sessions.

Transport assistance is offered:

- Where needed, and
- With approval from a parent or guardian (for students under 18 that are not classed as independent) and Indie College management.

This support helps ensure that all students can attend regularly, stay connected, and fully participate in their learning journey.

Fees and Enrolment

Indie College does not charge fees for eligible Indie School students enrolled in the Let's Go and VETiS programs.

- No additional course costs
- All learning materials are provided.
- Students can start anytime.

Cooling Off Period

Indie understands that plans can change. All students have access to a 24-hour cooling off period, if they decide to not go ahead with enrolment.

To cancel enrolment, students are asked to contact the Lead Coach prior to the course commencing. As no fees are applied, no refunds are provided.

Training Commitment

Indie College is committed to delivering high quality, nationally recognised training that meets the requirements of the Standards for RTOs 2025.

Indie aims to provide every student with a safe, inclusive, and supportive environment that encourages meaningful participation and progress.

What Indie Provides

- There are no course fees or additional costs for eligible students.
- All required learning resources at no additional cost, including:
 - Student support materials.
 - Activities and assessments.
 - Stationery packs.
 - Access to ICT equipment (where applicable).

These supports are available for the duration of the course.

Our Commitment Includes:

- Access to qualified Trainers and Assessors (Coaches).
- Delivery of accredited course content aligned with national standards.
- Clear information about course requirements and assessments.
- Fair, transparent, and consistent assessment practices.
- Ongoing feedback from employees and students to support student development.

While Indie College does not guarantee course completion or certification, we are committed to providing the tools, guidance, and environment needed to support your learning journey.

When Support May No Longer Apply

This support may be withdrawn if a student:

- Withdraws from the course (verbally or in writing).
- Fails to follow Indie's Code of Conduct.
- Is frequently absent or disengaged from learning activities.





Code of Conduct

At Indie College, we're committed to creating a safe, respectful, and inclusive learning environment for everyone. Students are expected to behave in a way that supports their own success and the wellbeing of others.

Engaging in any of the following behaviours may result in caution, disciplinary action, or withdrawal from the course:

- Bullying, threatening, intimidating, assaulting, or discriminating against others.
- Cheating, plagiarism, or dishonest behaviour in assessments.
- Damaging Indie College property or equipment.
- Breaching ICT policies or misusing technology.
- Carrying or using weapons.
- Failing to follow health and safety requirements.
- Repeated absences, lateness, or early departures from training sessions.
- Repeated late or non-submission of assessments.
- Using offensive or inappropriate language.

Drugs, Alcohol and Smoking

Indie College has a zero-tolerance policy for drugs and alcohol. Students must not:

- Attend sessions under the influence of drugs or alcohol.
- Bring or use illicit substances or alcohol on-site.
- Engage in drug-related activities at Indie or associated venues.

The Coach may end a session, and report concerns if a student appears affected by drugs or alcohol, due to health and safety risks.

Smoking, including e-cigarettes and vapes, are not permitted:

- During coaching sessions.
- In Indie vehicles (cars or buses).
- On any Indie site.
- While representing Indie at events or activities.

Mobile Phones

To support focused learning, all students are asked to avoid using mobile phones during sessions unless it's part of the activity.

Recognition of Prior Learning and Credit Transfers

Credit Transfer

Students who have previously completed a unit that matches or is equivalent to a unit in their current course may be eligible for a **Credit Transfer (CT)**.

To apply for a Credit Transfer, students must:

- Complete an Indie Credit Transfer (CT) form during the enrolment process.
- Provide evidence of prior study such as a certificate, statement of attainment or academic transcript.

If approved, the Credit Transfer will be applied, and the student will **not be required to repeat** the equivalent unit.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is a process that acknowledges the skills and knowledge students have gained through: Previous training, work experience, and life experience

To apply for RPL, students must

- Request the **Indie RPL Kit** during the enrolment process.
- Provide a **portfolio of evidence**, which may include documents, references, or examples of work.

Unlike Credit Transfer (CT), RPL involves an **assessment process** to confirm the student's competence, as the student has not previously been formally assessed for the unit.

RPL can help students gain **credit toward one or more units**, or even a **full qualification**, based on what they already know and can do.

Course Completion and Graduations

Upon successful completion or withdrawal from the course, students will receive a certificate, either a Statement of Attainment or a Full Qualification, delivered via registered post within 30 calendar days of completion or withdrawal date.

All students are warmly invited to attend an Indie Graduation Ceremony, held throughout the year to celebrate their achievements. Friends and family are welcome to attend the celebration.



Public Liability

Indie College maintains comprehensive public liability insurance that is appropriate for the size and scope of its operations and registration. This ensures coverage for any incidents that may occur during learning activities.

Opportunity for Improvement

Feedback is a vital part of how we improve our programs and services.

Students can provide feedback by

- Speaking with **Coach or Lead Coach** to share suggestions or concerns.
- Participating in feedback surveys during and at the conclusion of each course.
- **Confidential feedback options**, for those students who prefer to share feedback anonymously, options are available to ensure your voice is heard while protecting your privacy.

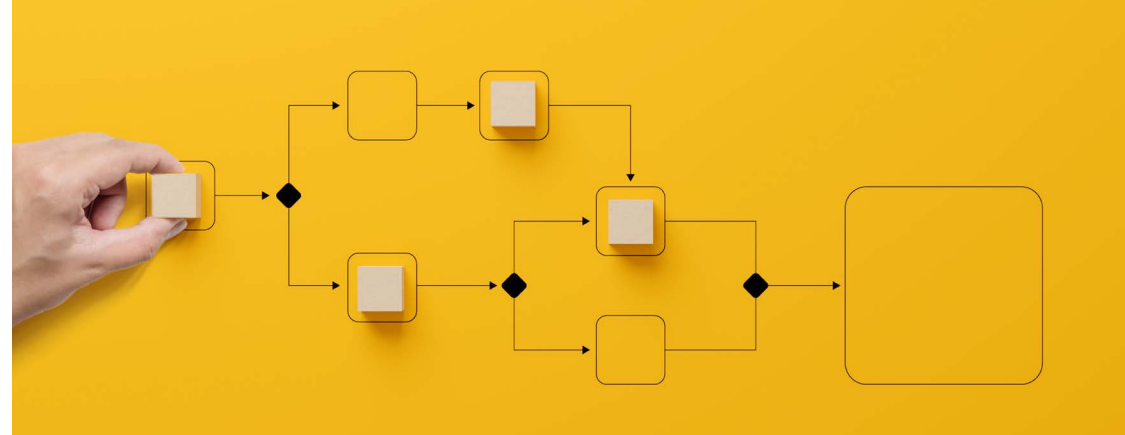
Cheating and Plagiarism

Cheating involves dishonest conduct in a learning environment. Plagiarism, a form of cheating, occurs when a Student presents someone else's words, ideas, or inventions as their own without proper acknowledgment.

When submitting assessments via the Student Activities and Assessments booklet, Students must sign a declaration confirming the work is their own and free from plagiarism. Once submitted, the Coach accepts as the student's original work.

If there are reasonable grounds to suspect plagiarism, the matter will be escalated to the Indie Executive Management team for investigation. Based on the outcome and severity, the following actions may be taken:

- **Competence Not Achieved (CNA)**: If plagiarism is confirmed, the student will be deemed CNA for the unit and will not be allowed to resubmit.
- **Opportunity to Resubmit**: If plagiarism is found to be unintentional, the Student will be required to resubmit the assessment. A follow-up oral assessment may also be conducted to confirm competence.
- **Course Withdrawal Risk**: Continued instances of plagiarism may result in the student being withdrawn from the course.



Complaints and appeals

We are committed to providing a **positive and supportive learning environment**. If a student has a concern about any aspect of their experience at Indie, such as course delivery, assessment outcomes, or the learning environment they are encouraged to speak with their **Coach or Lead Coach** in the first instance. Many issues can be resolved quickly through open and respectful communication.

If the issue remains unresolved, students can refer to the **Complaints and Appeals Policy and Procedure**, available on the Indie College website or as a printed copy upon request at any Indie site. For further support, students may also contact their Lead Coach or Area Manager.

Indie College aims to respond to general enquiries within **two (2) business days**, with urgent matters relating to student wellbeing or safety prioritised for response **as soon as possible**. Formal complaints and appeals are managed in accordance with the timeframes outlined below.

Complaint & Appeal Process:

- **Acknowledgement**: Students will receive written confirmation of their complaint or appeal within **5 business days**.
- **Initial Meeting**: A meeting will be held within **10 business days** to discuss and attempt to resolve the issue.
- **Appeals**: A written outcome will be provided to the student within 15 business days.
- **Further Investigation**: If required, this may take up to 60 calendar days and could involve referrals to senior employees, external services, or relevant government bodies.

Indie College is committed to acting on any complaint or appeal that is found to be **substantiated**, ensuring fairness and transparency throughout the process.

Safety and Wellbeing

Safety, wellbeing, and inclusion of all students and employees is our highest priority. We are committed to maintaining a **safe, respectful, and inclusive environment** through strong duty of care and compliance with relevant legislation and standards.

Indie's duty of care includes.

- Adhering to **Child Safe Standards**, to ensure culturally safe and child-focused environments.
- Complying with **Work Health and Safety (WHS)** legislation to maintain safe physical and online spaces.
- Upholding **anti-discrimination laws** that protect students from unfair treatment based on age, disability, gender identity, race, religion, sexual orientation, and other protected attributes.
- Embedding **inclusive education practices** that promote equity, diversity, and respect for all students.
- Ensuring employees are trained in **cultural competency** and professional boundaries to support diverse student needs.
- Providing clear and accessible **complaints and feedback processes** to address concerns respectfully and confidentially

Each Indie location has dedicated Welfare Officers who:

- Promote student wellbeing and personal growth.
- Deliver tailored programs to students to support emotional, social, and physical wellbeing.
- Ensure compliance with child safety and wellbeing legislation.
- Collaborate with coaching and teaching employees to provide personalised support.

Wellbeing Programs cover topics such as:

- Resilience and stress management.
- Neurodiversity and emotional regulation.
- Anti-bullying and inclusion.
- Mental health awareness and self-esteem.
- Identity, body image, and professional boundaries.

Programs are delivered through interactive workshops and group sessions, designed to support student engagement and personal development.



Emergency Procedures and Safety

Induction and Emergency Plans

During the induction process, students will receive detailed safety information, including evacuation points. It is essential that students familiarise themselves with the emergency procedures specific to the location of their sessions.

In the event of an emergency, students must follow all instructions provided by Indie employees or emergency personnel to ensure everyone's safety.

Risk Assessments

Indie College conducts risk assessments prior to any offsite activities to identify and minimise potential risks to students.

Incidents and Injuries

The safety of all students and employees is a top priority. Everyone is responsible for maintaining a safe environment for themselves and others.

In the rare event of an incident or injury during a learning session, the affected individual will receive appropriate care.

An Indie Coach or Lead Coach will complete an Incident Report to document the event.



Student Support Services

Indie College aims to respond to general support enquiries within **two (2) business days**, with urgent matters relating to wellbeing, safety or risk of harm prioritised **as soon as possible**, including same-day response where practicable; where required, this includes action in line with **Child Safe Standards and Mandatory Reporting** obligations.

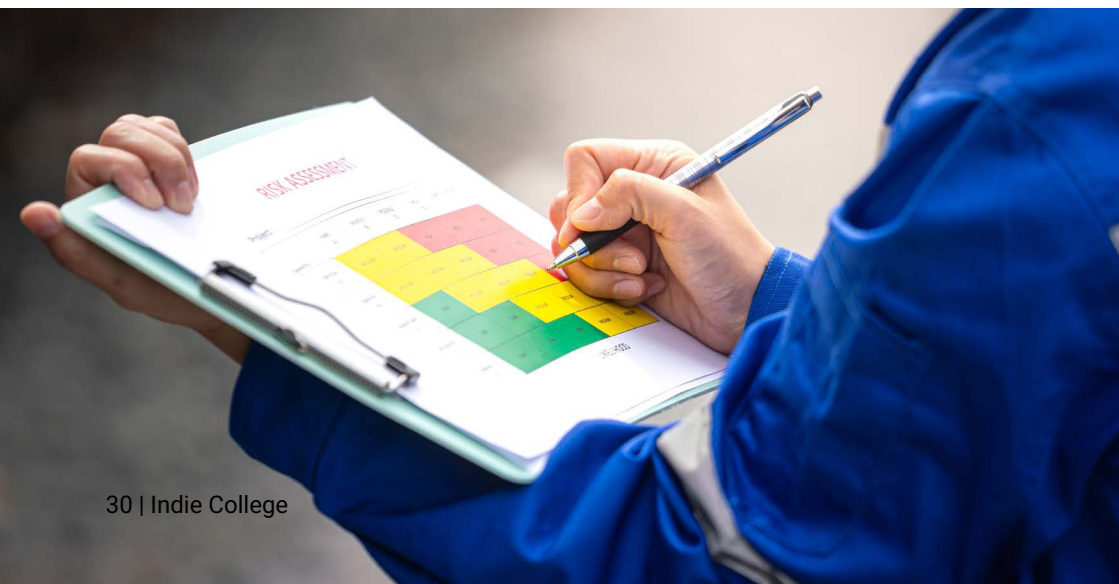
The company is committed to supporting students throughout their educational journey.

A range of additional support services are available, including:

- Language, literacy, and numeracy support.
- Flexible training options.
- Mentoring and additional learning sessions.
- Reasonable adjustments where applicable.
- Digital literacy and technology support.
- Welfare and well-being support.
- Career guidance.
- Access to course materials and equipment.
- Consideration of cultural beliefs, traditional practices, and religious observances.

Referrals to external services, including:

- Counselling.
- Disability support.
- Financial aid.
- Job support services.





Emergency contacts and support services

Always call 000 if you or someone else are in immediate danger.

Wellbeing matters. If you're feeling overwhelmed, anxious, or just need someone to talk to, there are free and confidential support services available 24/7:



Lifeline

💬 Crisis support anytime, anywhere.

🌐 www.lifeline.org.au

☎ Call 13 11 14 or 📠 Text 0477 13 11 14



Beyond Blue

💙 Mental health support for all life's challenges.

🌐 www.beyondblue.org.au

☎ Call 1300 224 636 or chat online via the website



Kids Helpline

👤 Support for young people aged 5–25.

🌐 www.kidshelpline.com.au

☎ Call 1800 55 1800 or use webchat on the site

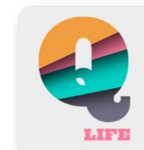


Headspace

👤 Helping young people with mental, physical, and sexual health, plus alcohol, drug, work, and study support.

🌐 www.headspace.org.au

Services available online or at local centres



QLife

👤 Support for LGBTIQ+ youth and communities.

🌐 [www.qlife.org.au](http://www qlife.org.au)

☎ Call 1800 184 527 (3 pm–midnight, 7 days) or use webchat



ReachOut

🌐 Online mental health support and peer forums for youth.

🌐 www.reachout.com

💬 Offers self-help tools, community support, and pathways to professional help



SANE Australia

👤 Support for young people and families affected by complex mental health issues.

🌐 www.sane.org

💬 Free counselling, peer forums, and resources



Child and Adolescent Mental Health Services (CAMHS)

🏢 Government-run services offering assessment and treatment for youth under 18.

🌐 [More info](#)

☎ Contact your local CAMHS team for access and referrals

Education and Training Resources



Your Career

Government site with career quizzes, job profiles, and study options.

 www.yourcareer.gov.au

Great for exploring industries, occupations, and planning career pathways
School Leavers Information Kit | Your Career



MyFuture

Helps secondary students explore career options and pathways.

 www.myfuture.edu.au

Includes tools for goal setting, resume building, and career insights



Job Jumpstart

Offers practical advice and activities to help young people find work.

 www.jobjumpstart.gov.au

Includes tips on resumes, interviews, and workplace expectations



Headspace Work & Study

Support for young people to find a job, return to study, or plan a career.

 headspace.org.au/employment-services



Australian Skills Quality Authority (ASQA)

National regulator for Australia's vocational education and training (VET) sector.

 www.asqa.gov.au



Victorian Registration and Qualifications Authority (VRQA)

Oversees education and training standards in Victoria.

 www.vrqa.vic.gov.au



Unique Student Identifier (USI)

A lifelong education number providing access to your VET records.

 www.usi.gov.au



Training.gov.au

The national register for vocational education and training.

 www.training.gov.au



Vocational Education and Training in Schools (VETiS)

Information on VET programs delivered in schools.

 [EVET Program](#) – NSW Department of Education

 [VET Pathways in Schools](#) – VIC Government

 [VET in Schools \(VETiS\)](#) – DESBT

 [VET for School Students](#) – MyTraining SA

 [VET Delivered to Secondary Students](#) – WA Government

 [VET for School-Aged Students](#) – Skills Tasmania



Fair Work Ombudsman – Young Workers and Students

Learn about your rights at work, including pay, hours, and safety.

www.fairwork.gov.au/young-workers-and-students

Includes tools like pay calculators, fact sheets, and help with resolving workplace issues



Quality and Standards

Trainer and Assessor Competency

All Trainers and Assessors (Coaches):

- Hold relevant qualifications and current industry skills.
- Stay up to date with VET practices.
- Engage in ongoing professional development.

These guarantee students receive training from qualified professionals aligned with industry and education standards.

Governance and Leadership

The company's leadership ensures compliance, supports continuous improvement, and communicates effectively with employees and students. Regular reviews and planning help us stay responsive to students and industry needs.

Industry Engagement

The company works with industry, employers, and community stakeholders to keep training relevant. Their input helps shape course content, delivery, and employability skills to match workforce needs.

Validation and Moderation of Assessment

The company regularly reviews assessment tools and outcomes to ensure they are fair, consistent, and meet training package requirements. Qualified assessors and industry input are involved, and all processes are documented.

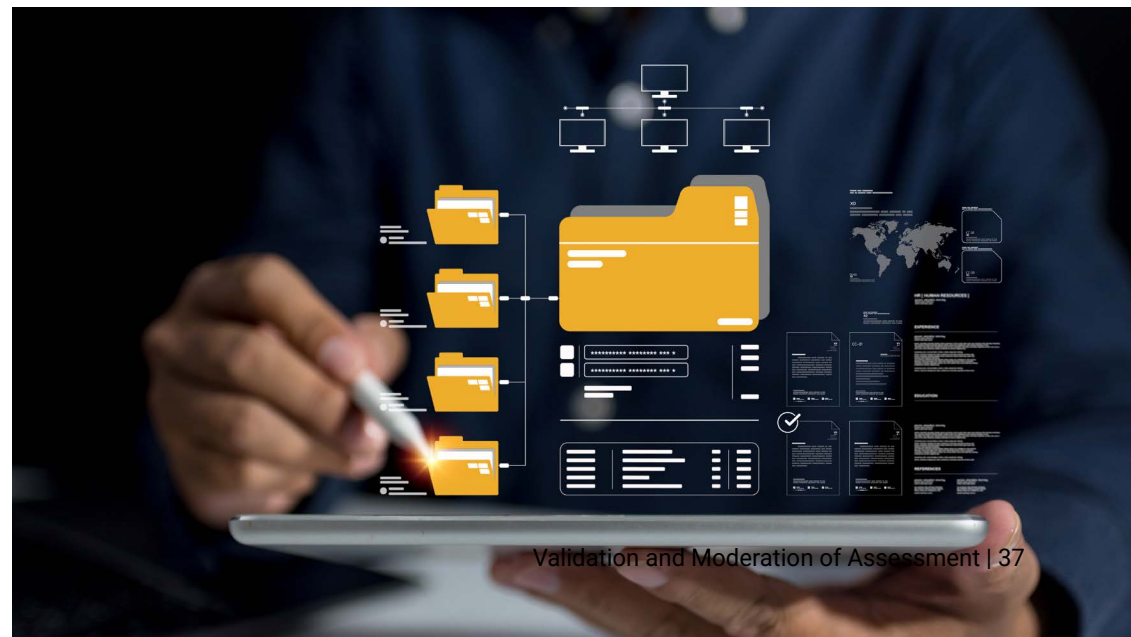
Continuous Improvement

The company actively improves its services by collecting feedback from students, employees, and industry. Indie uses feedback to enhance training, assessment, and support.

Policies and practices are reviewed regularly to stay effective and compliant.

Data and Record Management

The company is committed to protecting students' personal information. Student records are securely stored and retained in line with national regulations, up to 30 years for qualification records. All data is managed responsibly, with strict access controls and secure storage systems in place. Only authorised employees can access students' information, and any data breaches are managed under the Notifiable Data Breaches Scheme. After the required retention period, records are securely destroyed or de-identified.





indiecollege.edu.au

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