

LEARNER

Support Information Sheet

BUILD HERE, GROW EVERYWHERE

Empowering learners with the skills, confidence, and credibility to succeed anywhere in the world.

Your ultimate guide to studying with ICQA
Enrolling, Fees, Code of Conduct and
everything you need to know.

www.ICQA.edu.au

0434 602 024

info@icqa.edu.au RTO ID _____



Information about ICQA

Address: Suite 2 5-11 Noel Street Slacks Creek Qld 4127

Phone: 0434 602 024

Emergency number

Email: info@icqaqld.edu.au

Reception opening hours

Monday to Friday: 8:30am to 5pm

Saturday: 8:30am to 1pm

Sunday: Closed

Version 3

ICQA LR 0356 Student Support Information Sheet v3

PURPOSE

This Student Support Information Guide outlines the academic, personal, welfare, and practical supports available to ALL learners at the International College of Queensland (ICQA).

It complements:

- POL 0018 – Student Support Services Policy
- ICQA Learner Handbook (LR 0220)
- POL 0216 – LLND Support
- POP 0037 – Complaints & Appeals
- POP 0215 – Records Management

This guide ensures every ICQA learner—whether studying from within Australia or online from their home country — has equitable access to assistance, early intervention, and a safe, supportive learning environment.

Dr. R Prasad

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



KEY SUPPORT CONTACTS

Support Area	Contact / Role	Details	Availability
Academic Support	Trainer & Assessor / Academic Lead	info@icqa.qld.edu.au	During delivery hours or by appointment
Learner Engagement & Support	Learner Engagement Officer	info@icqa.qld.edu.au / 0420 457 883	Mon–Fri, 8:30am–5:00pm
Welfare & Wellbeing	Welfare Support Officer	welfare@icqa.qld.edu.au	By appointment
Compliance & Progress	Compliance Officer	compliance@icqa.qld.edu.au	By appointment

ACADEMIC & Learning Support

ICQA provides comprehensive learning support tailored to the qualification level and individual learner needs, including:

General Academic Support

- Individual coaching and academic assistance delivered online
- Study skills, time management, and assessment support
- Access to course resources, recorded sessions, and structured study plans through the ICQA Learning Platform and eSkilled learner portal

Foundation Skills and LLND Support

- LLND and digital skills indicator completed at enrolment
- Additional literacy, numeracy, communication, or digital capability support where identified
- Reasonable adjustments to learning and assessment activities
- Support aligned to the European Digital Competence Framework (DigComp 3.0)

Early Intervention (All Qualifications)

Support is provided where learners are identified as at-risk due to:

- Low engagement with the online learning platform
- Missed or overdue assessments
- Identified LLND or digital capability needs
- Personal or wellbeing challenges affecting study progress

All intervention actions are recorded in eSkilled.





Personal & Welfare Support

Learners may access confidential support for:

- Stress, anxiety, or mental health concerns
- Adjustment to study or life in Australia
- Family, financial, or personal difficulties
- Accommodation or living concerns
- Cultural adaptation support (international learners)
- Referral to external counselling or medical services

All welfare interactions are managed with discretion and documented securely in accordance with ICQA's Privacy Policy and Records Management Policy.

EXTERNAL Support SERVICES



Service	Contact	Purpose
Lifeline	13 11 14	24/7 crisis support
Beyond Blue	1300 22 4636	Mental health support
1800 RESPECT	1800 737 732	Family violence support
Head to Health	www.headtohealth.gov.au	Mental health resources
Police / Fire / Ambulance	"000"	Emergencies
Fair Work Ombudsman	www.fairwork.gov.au	Workplace rights
National Training Complaints Hotline	13 38 73 — option 4	Training complaints
NDIS Commission	www.ndiscommission.gov.au	Safety, rights and reporting (CHC33021)



LLND & Digital Capability Support

LLND & Digital Capability Support

All learners complete an LLND indicator and digital skills check as part of the enrolment process. ICQA's approach to digital capability assessment is grounded in the European Digital Competence Framework (DigComp 3.0).

Support options may include:

- One-on-one LLND coaching delivered online
- Contextualised learning materials
- Reading and writing assistance
- Numeracy skill-building resources
- Assisted digital literacy and platform navigation support
- Support with navigating eSkilled and the ICQA Learning Platform



ORIENTATION & ONGOING SUPPORT

The ICQA Orientation Module covers:

- Course structure, delivery, and assessment expectations
- Safety, wellbeing, and emergency procedures
- Access to support services and key contacts
- Academic expectations and learning pathways
- Cultural and diversity awareness
- Navigation of eSkilled and the ICQA Learning Platform
- Learner rights and responsibilities

All learners receive upon enrolment confirmation:

- This Learner Support Information Sheet
- ICQA Learner Handbook
- Contact list for key support staff
- Access to both online platforms



FEEDBACK & CONTINUOUS IMPROVEMENT

ICQA welcomes feedback through:

- End-of-module reflections within the learning platform
- Learner surveys issued periodically throughout your course
- Mandatory end-of-course questionnaire upon completion, withdrawal, or cancellation
- Direct contact with support staff at any time
- Email submission to feedback@icqa.edu.au

All feedback informs the Continuous Improvement Register (R 0074).



PRIVACY & RECORD KEEPING

ICQA stores all learner support records securely for a minimum of five (5) years, in compliance with:

- Standards for RTOs 2025
- Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs)
- POL 0093 — Records Retention and Management Policy and Procedure

As an online provider, ICQA collects and stores personal information digitally. All data is managed securely and in accordance with ICQA’s Privacy Policy, available at www.icqa.edu.au/policies.

KEY RELATED DOCUMENTS

- Student Support Services Policy (POL 0018)
- ICQA Learner Handbook (LR 0220)
- LLND Support Policy and Register Procedure (POL 0217)
- Complaints and Appeals Policy and Procedure (POL 0229)
- Records Retention and Management Policy and Procedure (POL 0093)

ANNEX A – GRADUATE DIPLOMA STUDENT SUPPORT REQUIREMENTS

A1. ENTRY REQUIREMENTS AND PRE-ENROLMENT SUPPORT

Enrolment in the BSB80320 Graduate Diploma of Strategic Leadership requires:

- Successful completion of a Bachelor of Nursing and/or Midwifery, or an equivalent qualification as assessed by ICQA
- A minimum of two years post-graduate clinical or healthcare management experience
- Demonstrated English language proficiency appropriate to postgraduate-level study
- Completion of the ICQA LLND and digital skills indicator prior to enrolment confirmation

ICQA's Admissions Team will review all entry documentation as part of the enrolment process.

Applicants who do not clearly meet entry requirements will be contacted to discuss their eligibility and options prior to a decision being made.

A2. ACADEMIC AND ASSESSMENT SUPPORT

The Graduate Diploma is delivered fully online through the ICQA Learning Platform and eSkilled learner portal. All assessment is project, case study, and portfolio-based — there is no vocational placement component.

Academic support available to Graduate Diploma learners includes:

- One-on-one virtual coaching sessions with your allocated Trainer and Assessor
- Structured feedback on draft submissions prior to final assessment lodgement
- Access to all learning resources, recorded content, and assessment templates through the ICQA Learning Platform
- Guidance on academic writing standards, referencing, and postgraduate-level research skills
- Extended submission support for complex assessment tasks where reasonable grounds are demonstrated

ANNEX A – GRADUATE DIPLOMA STUDENT SUPPORT REQUIREMENTS

A3. RESEARCH AND CAPSTONE PROJECT SUPPORT

Several units within BSB80320 require learners to undertake strategic analysis, organisational research, or capstone-style projects.

Support for these tasks includes:

- Guidance on selecting and scoping appropriate research topics and organisational contexts
- Assistance with data collection, analysis frameworks, and evidence-based reasoning
- Access to industry-relevant case studies and reference materials through the learning platform
- Regular check-ins with your Trainer and Assessor to monitor project progress and provide direction
- Peer learning opportunities where cohort size permits

A4. RPL PATHWAY SUPPORT

Learners with significant prior experience in healthcare leadership or management may be eligible to apply for Recognition of Prior Learning (RPL) for one or more units of the Graduate Diploma.

RPL support includes:

- A pre-enrolment RPL eligibility discussion with the ICQA Admissions Team
- Access to the ICQA RPL Application Kit, including evidence guides and unit-by-unit competency mapping templates
- Guidance from your allocated Trainer and Assessor throughout the evidence compilation process
- Clear advice on what constitutes sufficient, current, and authentic evidence for each unit claimed

RPL applications must be submitted after enrolment is confirmed and before formal training in the relevant unit commences. Any RPL granted will be reflected in the learner's individual training plan and updated study schedule.

ANNEX A – GRADUATE DIPLOMA STUDENT SUPPORT REQUIREMENTS

A5. LLND AND DIGITAL CAPABILITY SUPPORT

Graduate Diploma learners are expected to demonstrate postgraduate-level academic literacy and digital competency. ICQA's LLND and digital screening at enrolment ensures that any gaps are identified early and appropriate support is put in place.

Support available includes:

- Academic writing and critical analysis coaching
- Digital platform navigation support for eSkilled and the ICQA Learning Platform
- Assistance with technology tools used in assessment tasks, including presentation and document creation software
- Referral to targeted digital capability support aligned to DigComp 3.0 where gaps are identified

A6. INTERVENTION AND AT-RISK MONITORING

ICQA monitors Graduate Diploma learner engagement and progress throughout each study period. Learners may be identified as at-risk where:

- Platform engagement falls below expected levels for two or more consecutive weeks
- Assessment submissions are missed or significantly overdue without prior communication
- Assessment results indicate a pattern of performance concerns
- A learner self-reports personal, professional, or technical difficulties affecting their progress

ANNEX A – GRADUATE DIPLOMA STUDENT SUPPORT REQUIREMENTS

A7. INTERVENTION AND AT-RISK MONITORING

ICQA monitors Graduate Diploma learner engagement and progress throughout each study period. Learners may be identified as at-risk where:

- Platform engagement falls below expected levels for two or more consecutive weeks
- Assessment submissions are missed or significantly overdue without prior communication
- Assessment results indicate a pattern of performance concerns
- A learner self-reports personal, professional, or technical difficulties affecting their progress

Where a learner is identified as at-risk, the following intervention process applies:

1. The Learner Engagement Team makes direct contact via phone or email within five (5) business days of identification
2. A support conversation is held to identify the nature of the difficulty and agree on a support plan
3. The support plan is documented in eSkilled and reviewed at the next scheduled check-in
4. If the learner's situation does not improve following the initial intervention, an escalated review is conducted with the Academic Lead and, where appropriate, the Compliance Officer
5. All intervention actions and outcomes are recorded in eSkilled

Learners are strongly encouraged to make contact early if they are experiencing any difficulties — early intervention consistently leads to better outcomes than waiting until a formal review is triggered.

ANNEX B – CERTIFICATE III IN INDIVIDUAL SUPPORT STUDENT SUPPORT REQUIREMENTS

B1. VOCATIONAL PLACEMENT SUPPORT

The CHC33021 Certificate III in Individual Support requires learners to complete a minimum number of vocational placement hours with an approved host organisation as prescribed by the training package. ICQA coordinates placement arrangements in partnership with approved industry partners.

Placement support includes:

- Placement coordination and host organisation liaison
- Guidance on minimum required placement hours and scheduling
- Pre-placement preparation and briefing sessions
- Support and check-ins during the placement period
- Workplace supervision arrangements confirmed prior to commencement

Learners will be provided with full details of placement requirements, including minimum hours and host organisation expectations, as part of their individual training plan

B2. REQUIRED PRE-PLACEMENT CHECKS

Prior to commencing vocational placement, learners may be required to obtain the following, depending on the requirements of the host organisation:

- NDIS Worker Screening Check or Yellow Card (Queensland)
- National Police Check
- Evidence of current immunisations relevant to the care setting
- Blue Card — Working with Children Check (if supporting minors)
- Manual handling assessment or clearance where applicable

ICQA will advise learners of specific requirements relevant to their placement host organisation as early as possible in the enrolment process. Learners are responsible for obtaining and maintaining all required checks and clearances.

ANNEX B – CERTIFICATE III IN INDIVIDUAL SUPPORT STUDENT SUPPORT REQUIREMENTS

B3. WORKPLACE SAFETY AND WELLBEING

All learners undertaking vocational placement must adhere to the Work Health and Safety (WHS) requirements of their host organisation.

This includes:

- Completing any WHS induction required by the host organisation
- Understanding and following incident reporting procedures
- Adhering to duty of care and mandatory reporting obligations
- Following infection control protocols relevant to the care setting
- Practising safe client handling at all times

B4. FOUNDATION SKILLS AND JOB TASK SUPPORT

Learners enrolled in CHC33021 may access additional support in the following areas:

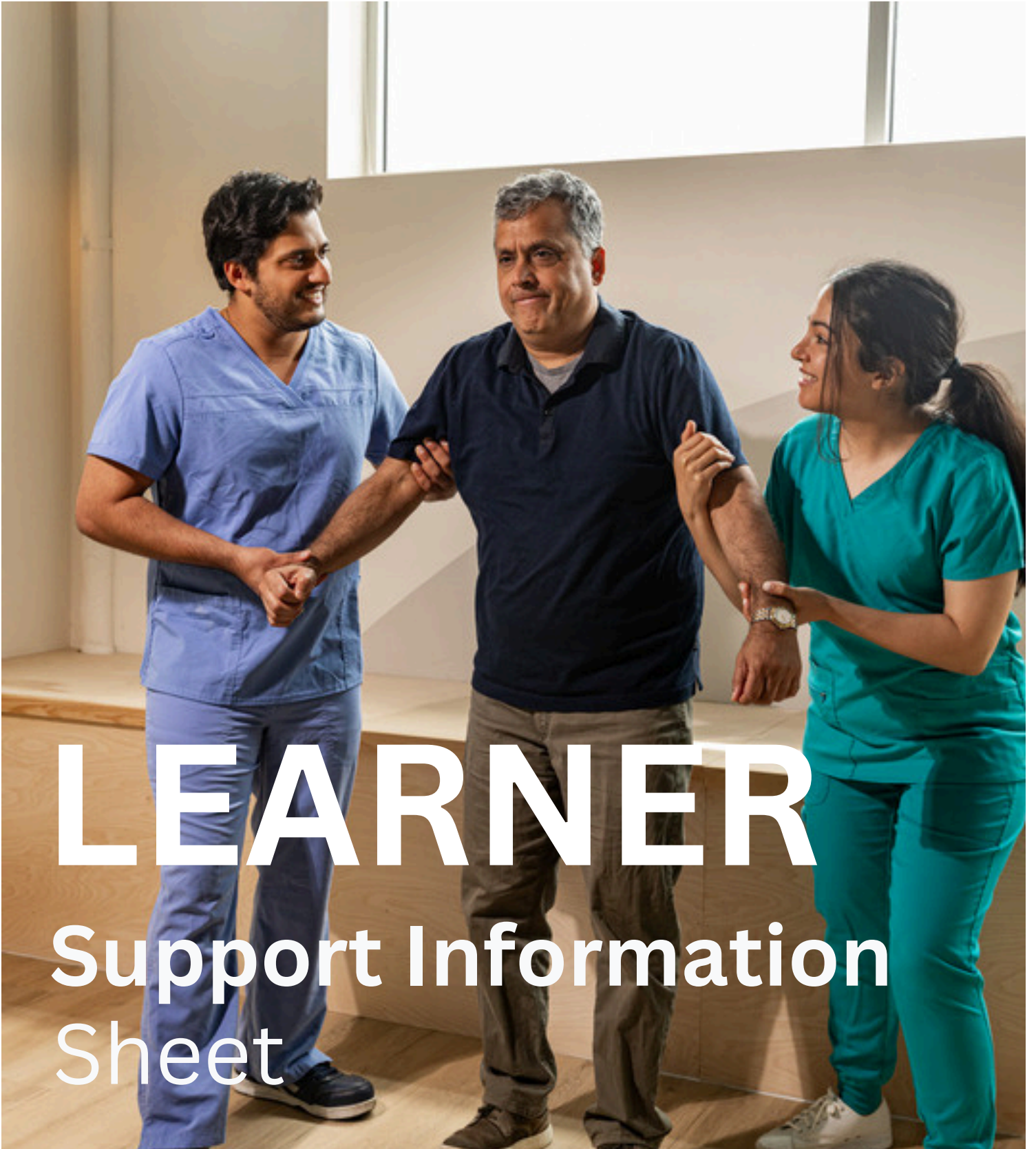
- Communication with clients and documentation support
- Understanding professional boundaries in care contexts
- Emotional resilience and self-care strategies for care workers
- Simulation-based learning activities prior to placement

B5. REQUIRED PRE-PLACEMENT CHECKS

Assessment support for CHC33021 includes:

- Practical skills coaching through simulation and scenario-based activities
- Case study and portfolio support
- Additional coaching for learners who are new to the care sector or returning to study after a period away





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