

STUDENT HANDBOOK

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NSW, 2229



Handbook Disclaimer

This Student Handbook contains information that is correct at the time of publishing. Changes to legislation and/or International Trade and Logistics College (ITALC) policy may impact on the currency of information included. ITALC reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your facilitator or by contacting ITALC.

This handbook has been prepared as a resource to assist students to understand their obligations and also, those of ITALC. Please carefully read through the information contained in this guide. All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this Handbook. Any queries can be directed to the Training Team, contact details are listed below.

Important Details

International Trade and Logistics College (ITALC) is a Registered Training Organisation under the Parent Company, International Forwarders & Customs Brokers Association of Australia Limited. (IFCBAA).

RTO Code: 30772

Postal Address: Suite 7C
2-4 Northumberland Rd
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Email - training@ifcbaa.com

IFCBAA website - www.ifcbaaa.com

ITALC website - www.italc.edu.au

Document Control

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Reviewers

Name	Position
Scott Carson	CEO
Siobhan Peteru	RTO & CPD Administrator

1. Legislation

As an RTO, ITALC is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. This includes:

- the Standards for Registered Training Organisations (RTOs) 2025
- National Vocational Education and Training Regulator Act 2011

Additionally, ITALC abides by a range of other legal requirements at a State and Commonwealth level including, but not limited to:

- Anti-discrimination
- Copyright
- Employment and Workplace Relations
- Equal Opportunity
- Fair Work (including harassment and bullying)
- Privacy and Personal Information Protection
- Student Identifiers
- Workplace Health and Safety

ITALC is dedicated to following the provisions in the VET Quality Framework. More information about these regulations and legal frameworks can be found at:

- www.comlaw.gov.au which is the Australian Government website for Commonwealth Law
- www.asqa.gov.au which is the website for the regulator of Australia's vocational education and training (VET) sector



2. Policies and Procedures

The following Policies and Procedures underpin ITALC's operations.

2.1 Access and Equity Policy

ITALC are committed to providing and maintaining training and assessment services that reflect fair and reasonable opportunity, and consideration for all, regardless of race, colour, religion, gender or physical disability. If you have a concern or query about an issue, please speak initially with your Facilitator or ITALC staff if it is more appropriate.

ITALC will work to ensure all participants have the right resources available to allow successful completion of course requirements. This includes flexible delivery and assessment arrangements where necessary.

It is the responsibility of all staff at ITALC to uphold our commitment to Access and Equity principles. If you have questions or concerns, please contact us on 07 3256 0146 or via email: training@ifcbaa.com

2.2 Anti-discrimination Policy

ITALC Anti-discrimination and Harassment Policy provides guidelines to ensure ITALC 's workplace and learning environment are free from any form of discrimination or harassment according to State or Territory laws including State/Territory legislation where applicable.

ITALC does not tolerate discrimination against, or harassment of, students or facilitators by any other student, or by any employee, whether educational and training, or general staff. ITALC has developed this procedure to ensure that any complaints are dealt with sympathetically, effectively and within a reasonable time.

Please contact the Training Department on 07 3256 0146 or training@ifcbaa.com

2.3 Equal Opportunity and Employment Policy

ITALC 's Equal Opportunity and Employment Policy is one of equal opportunity in employment and education. In carrying out this policy, ITALC will act in accordance with the following legislation:

- Anti-Discrimination Act 1991
- Human Rights and Equal Opportunity Commission Act 1986
- Sex Discrimination Act 1984
- Racial Discrimination Act 1975
- Affirmative Action (Equal Opportunity for Women) Act 1986
- Disability Discrimination Act 1992

2.4 Support Services

ITALC ensures that all students have fair and equitable access to appropriate training support, that diversity is respected and inclusion is promoted throughout the student journey, and that student wellbeing needs are identified and addressed to enable progression through training and assessment. We want you to succeed in your course.

This means that we will:

- Provide adequate training support services;
- Make reasonable adjustments for students with disability; and
- Promote a learning environment that values diversity and inclusion.

We identify training support needs before you enrol and throughout your enrolment. For example, when you first enrol we ask you to advise us of any academic or non-academic support needs you may need assistance with that will help you succeed in your course. We also request that you inform your Unit Facilitator or Trainer of any support needs that you may have during the course.

We support you during your course by:

➤ **Providing training support**

Examples of support may include additional trainer consultations, modified learning materials, anxiety management strategies, study skills coaching, time management plans, and referral to external counselling services.

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Where support needs are complex, a formal Student Support Meeting is convened and outcomes are documented in a Student Support Plan. These records ensure actions and responsibilities are clearly agreed and tracked.

➤ **Monitoring your progress**

Throughout the training program, student engagement and progress are monitored by trainers and the Training Manager. If risk indicators arise, such as irregular attendance, delayed or missed assessments, or signs of disengagement, additional support strategies are implemented. These may involve learning support interventions, wellbeing referrals, or adjustments to the training plan.

➤ **Making reasonable adjustments**

We work to provide excellent learning experience for our learners and will provide flexible arrangements for learning and assessment wherever possible. If you believe that you will require special consideration with either learning or assessment, speak with your unit Facilitator or contact the Training Team.

When a student requires reasonable adjustment due to disability or other significant need, IFCBAA works collaboratively with the student to identify appropriate modifications. These may include adjusted materials, alternative assessment formats, or flexible delivery schedules. All agreed adjustments are formally recorded, and trainers or assessors involved are informed of their responsibilities. Where reasonable adjustments cannot be implemented without compromising the integrity of assessment outcomes, this is documented and explained to the student. A student may be considered to face significant disadvantage if their LLND skill levels fall more than two levels below the course requirement or if multiple barriers to participation are identified.

Reasonable adjustments in place longer than 6 months are reviewed by the Trainer and training team in consultation with the student.

➤ **Promoting Wellbeing**

ITALC has in place mechanisms to prevent and respond to incidents involving abuse, harassment, or violence, and ensures that both RTO-managed and third-party facilities are safe, inclusive and supportive.

Wellbeing strategies may also address emotional resilience, motivation, peer connection, and confidence-building for students facing personal or academic pressures.

How to access student support:

If you are experiencing difficulties for personal or study related reasons, you should firstly direct your concerns to your Facilitator, where appropriate, or directly to ITALC training staff;

Email: training@ifcbaa.com

Phone: 07 3256 0146

2.5 Complaints and Grievance Policy

We have a fair and equitable process for dealing with complaints. You must lodge a complaint, where practicable, within 30 days of the issue arising.

A general complaint should be first lodged with the Training Team via email: training@ifcbaa.com

Where the outcome is not satisfactory, the Training & Professional Development Team Leader should be contacted in writing (email cgilmour@ifcbaa.com), setting out the following:

- The circumstances surrounding the issue
- Who was involved?
- Why a complaint is being lodged
- Any evidence including dates and documentation
- The name of any witnesses who could support the case

Management will consider the complaint and act to rectify it if it is found to be substantiated. You will be notified in writing of the outcome. If you are not happy with the complaints and grievance outcome, you can contact one of the following external bodies:

- Complaints about the RTO the National Training Complaints Hotline; <https://www.dewr.gov.au/national-training-complaints-hotline>.
- In relation to consumer related issues, you can refer their complaint to the NSW Office of Fair Trading, - <https://www.fairtrading.nsw.gov.au/housing-and-property/property-professionals/changes-to-property-and-stock-agents-laws/students-and-registered-training-organisations>.
- In relation to the delivery of training and assessment services, you can refer your complaint to the National Training Complaints Service via the following phone number: 13 38 73 or visit the <https://www.dewr.gov.au/national-training-complaints-hotline>.
- In relation to matters relating to privacy, you can refer your complaint to the Office of the Australian Information Commissioner via the <https://www.oaic.gov.au/privacy/privacy-complaints>.



2.6 Workplace Health and Safety

Workplace health and safety legislation applies to everyone at ITALC. All staff, students and visitors have a responsibility to ensure the workplace is safe and that their own actions do not put the health and safety of others at risk.

ITALC Workplace Health and Safety Policy provide guidelines to ensure the following legislation is complied with:

- Health and Safety Act 2011
- Workers Compensation Act 1987
- Injury Management and Workers Compensation Act 1998
- Workcover Authority – Guidelines for Workplace Based Rehabilitation Programs.

Please contact the Training Team on 07 3256 0146 or training@ifcbaa.com if you have any queries or concerns.

2.7 Statutory cooling off period

The Standards for Registered Training Organisations require a person to be informed of their right to a statutory cooling-off period. A statutory cooling off period is defined within the Australian Consumer Law which was introduced in 2011. A statutory cooling-off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactics such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty. All students are recommended to refer to the Australian Consumer Law, Sales Practices Guide for further details about a statutory cooling off period and our general obligations for consumer protection during the enrolment process.

It must be noted that ITALC does not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period is not likely to be applicable to our learners who have enrolled into a program. For refund option in other circumstances, learners must refer to the refund policy.

2.8 Other Policies and Procedures

Please refer to the appropriate section for more information on the below:

- Appeals Policy – Sections 10.7 and 11.1
- Assessments Policy and Procedure – Section 10
- Grievance Policy and Procedure
- Policy for Student Conduct – Section 11
- Privacy Policy – Section 5
- Refund Policy and Procedure – Section 7.5

3. Privacy

ITALC strongly supports the privacy and confidentiality of its students. Information is collected and stored in accordance with the Privacy Act 1988. Certain general, non-specific information such as location, sex, age and results may be passed on to agencies to inform future funding arrangements and/or statistical data gathering requirements, where required.

We will not give out your information to any person or agency without your permission, unless we are required to do so by law.

3.1 Privacy Notice

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and



VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVET Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>

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Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact International Trade & Logistics College to:
request access to your personal information

- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

Contact us at;

Phone: 07 3256 0146

Toll Free on 1800 633 116

Email: training@ifcbaa.com

3.2 Access to Your Records

If you wish to access your student information, please direct your enquiry to the Training Team via email: training@ifcbaa.com

4. Enrolment

Once you have read this handbook but still have additional queries complete an online enquiry form via the IFCBAA website: www.ifcbaa.com. Enquiries are processed by the Training Team. If you have decided to apply fill in the application form available in the website and email it to training@ifcbaa.com. Once all enrolment forms and requirements have been completed, you will be enrolled into the Diploma course. The training team will send you the login credentials to the Online learning Centre and Membership Management system. In the Online Learning Centre (ITALC), you will need to do the Orientation unit. In the Membership Management system (iMIS), you will need to pay for the units for the next semester. Note that access to training materials are provided 1 week prior to the unit start date, provided all fees are paid, and all forms, and requirements have been met.

It is imperative that students read all the information provided in this handbook prior to submitting the enrolment application.

The following outlines a broad view of your responsibilities in managing your enrolment:

- Be aware and comply with ITALC policies and procedures relevant to your study course
- Ensure you have sufficient knowledge about your study course to make informed choices
- Ensure you understand the duration, mode of delivery and any materials or equipment you must provide for your study course
- Provide timely and accurate information on matters relating to your enrolment, assessment, course progression and any other students matters
- Provide eligibility evidence as or if required at time of enrolment
- Be aware of the fees and charges and available payment arrangements, and meet your financial commitments within the specified timeframes
- Manage any changes to your enrolment and course progression

- Ensure you understand the key dates for amending your enrolment, including financial penalties for late withdrawals
- Ensure personal details, including your electronic contact details, are current
- Provide ITALC with your Unique Student Identifier (USI)

4.1 Enrolment Dates

Applications for Semester One typically open in November for a January start. Applications for Semester Two typically open in May for a July start. ITALC operates on a system of staggered start dates within each semester. This means you are able to enrol and commence studying at various points throughout the semester. Please refer to the Semester Timetable published on our website or contact us to find out about flexible start times.

4.2 Entry Requirements

Please refer to the relevant section within the handbook regarding the below listed entry requirements to the course in which you are interested. You will need to:

- Be at least 18 years of age at the time of enrolment.
- Have levels of language, literacy and numeracy skills appropriate for successful completion of the coursework – see Sections 4.4 and 4.5.
- Have access to a computer that has appropriate software and capacity to access learning and assessment materials – see Section 13.2.4.
- Have access to an internet connection with sufficient capacity to download course materials (e.g., broadband connection) – see Section 13.2.4.
- Domestic and Offshore students are eligible to apply for the Diploma courses. International Student visa holders are not eligible to apply for the courses.

4.3 Unique Student Identifier (USI)

A USI is required by all Australians undertaking nationally recognised training. It allows students to link to a secure online record of all qualifications gained regardless of the provider. This means you will be able to find, collate and authenticate your Vocational Education and Training (VET) achievements into a single transcript. It will also ensure that your training records are not lost. You only need one USI for all of your study, and it stays with you for life.



As an RTO, ITALC cannot issue Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all students supply their USI upon enrolment.

If you are a student, studying from an overseas location you do not need a USI. However, if you are an overseas resident, currently working in Australia, then you require a USI.

Note, ITALC does not accept international students in Australia on a subclass 500 visa, as we are not a CRICOS registered RTO.

Australians, including expats and residents, who are studying from an overseas location require a USI.

If you do not have a USI, please visit <https://www.usi.gov.au/students/create-your-usi> for more information, and instructions on how to apply.

When you create your USI, ensure you nominate International Trade and Logistics College as your training provider (organisation number is 30772) in the Manage Permissions section of the website. Once you have created your USI, please advise the College so that we can ensure continued access to your study and results. If you have already created your USI, please advise the College what your USI is.

4.4 Language, Literacy and Numeracy Skills

ITALC welcomes students from a wide range of backgrounds and diverse cultures into the Diploma and trusts that their learning experience with us is a pleasurable and productive one.

Both Diploma courses contain a high-level requirement for English language, literacy and numeracy skills as there is a large amount of academic language in the study material. In addition, many of the language requirements of this course require a higher level of written and spoken English and numeracy skills than in other courses of study at a similar level because the Course is based strongly around the reading and interpretation of the Australian Customs Act and other associated legislation. It is also important to note that many of our assessments in this course are strictly timed. This timing takes into account a normal amount of time for reading, interpreting and answering questions for students who are proficient in English. If your literacy, language or numeracy skills are less than ideal in this situation you may find yourself struggling to complete assessments in time and therefore jeopardise your opportunity to score all the marks available in the assessment tasks. If this is the case, you are strongly advised to seek out additional English language skills.

If you are uncertain of your ability to manage the English language, literacy, numeracy and digital skill requirements you are able to complete an online Language, Literacy & Numeracy evaluation. Please contact the College prior to enrolment if you wish to complete this evaluation.

The IFCBAA Student Enrolment Form asks you to evaluate your level of English language, literacy, numeracy and digital skill requirements. This is important and ensures that you succeed in your nominated course.

What is the LLN Evaluation?

The Evaluation will enable you to determine your personal strengths and weaknesses in the areas of language, literacy and numeracy.

Knowing your own strengths and having them confirmed is empowering because it increases confidence. Understanding your weaker areas allows you to focus on specific tasks designed to build your skills in those areas, and hence your self-esteem and confidence as a learner.

This LLN Evaluation has been developed to evaluate your skills in reading, writing and numeracy and are a part of the 5 core skills that make up the Australian Core Skills Framework (ACSF). These skills have been identified as the basic skills that a person needs in the community, classroom and workplace. The 3 skills checks will take no more than 45 minutes, allowing yourself 15 minutes for each one.

Is it compulsory?

No, enrolling students have the choice to complete the LLN Evaluation prior to commencing their studies with ITALC. ITALC wants to provide you with every opportunity to succeed in your studies. You are strongly encouraged to use this evaluation as a tool to improve your academic skills as well as your confidence with which you approach your studies.

Who can see my results?

The results of the Evaluation are confidential. The only people/person, other than yourself, who will be able to see your results are ITALC staff. The results are not considered towards your Diploma and therefore will not be reported on your academic transcript.

Educational & Support Services

In accordance with the Standards for RTOs 2025, at a minimum, support will include:

- Identifying particular requirements (such as literacy, numeracy, English language or physical capabilities) learners require to complete each course, and
- Developing strategies to make support available where gaps are identified.

This may include providing:

- Language, Literacy & Numeracy (LLN) support
- Assistive technology



- Additional tutorials, and/or
- Other mechanisms, such as assistance in using technology for online delivery components

The following support will be available to learners:

Students will be supported via email, phone and virtual classroom contact. Students will have access to their facilitator before, during and after the course to assist with assessment and/or any of the course material.

Students will have support from their work supervisors where applicable.

The following processes will be applied for students considered to be “at risk”:

Students who are identified with LLN skills gaps will be referred to seek external assistance via a suitable course for LLN. Their facilitators will be advised of their particular skills gap(s) and assistance supplied where applicable.

4.6 Other Support Services

ITALC is at all times concerned about the welfare of its students. If you are experiencing difficulties and/or require counselling or personal support, there are a number of professional organisations well equipped to offer services to help. Included are:

Lifeline: 13 11 14 or www.lifeline.org.au

Beyond Blue: 1300 22 4636 or www.beyondblue.org.au

Salvation Army: 13 SALVOS (13 72 58) or www.salvos.org.au

5. Fees

There are a few factors that will determine how much your course will cost:

- The course you choose to study
- Any credits that may be applied through direct credit transfer, and/or recognition of prior learning
- Completing the whole course, or only taking specific units

5.1 Course Fees

In accordance with Requirement 18 of the 2025 Standards for Registered Training Organisations, our RTO must implement prepaid fee protection measures for any student who pays more than \$1,500 in advance for a course. **To comply with these requirements, please make sure your payment amount does not exceed \$1,500.**

As an RTO operating under the Standards, the International Forwarders & Customs Brokers Association of Australia (IFCBAA – trading as the International Trade and Logistics College) is required to adhere to this Condition. This policy outlines how ITALC complies with that Condition and the impact on its students.

5.1.1 Recommended enrolment pattern

ITALC provides a recommended enrolment pattern for students as they progress through their nationally recognised courses. This is to ensure that students:

- a) Choose the units of study in a suggested order; and
- b) Maintain a study/life/work balance by not taking on too many units at once

Typically, this suggested enrolment pattern amounts to between one and five study units within any given semester. Students would also be aware that ITALC has a policy of staggering the commencement times of study units across the semester. Again, this is to assist students to take a range of units across the semester without over-burdening themselves with multiple study units scheduled in parallel.

Fees are charged for each study unit in which you are enrolled. Fees for these units are payable in advance prior to the commencement of each unit. Please refer to the individual qualification for unit fees.

Qualification	Course Code	Funding Type	Fee	RPL Cost
Diploma of Customs Broking	TLI50822	Fee for service	\$5,460	\$8,000
Diploma of International Freight Forwarding	TLI50119	Fee for service	\$4,290	\$6,000

For a detailed breakdown on fees, refer to the relevant course in Section 12.

All fees are correct at time of publishing and are subject to change without notice. Please contact ITALC if you have any questions related to course fees.

5.2 Other Fees

5.2.1 Re-issue of Transcripts

An administration fee of \$50 applies for ITALC to re-issue a copy of your Certificate or Record of Results. Postage will also apply and will be calculated based on Australia Post pricing, dependent on the delivery address.

All requests must be made to the Training Team in writing and sent to the email: training@ifcbaa.com Please advise the team of your delivery address at the time of request so that the postage can be calculated and advised/invoiced.

Note: Your request will not be fulfilled until payment has been received.

Statement of Attainments for successfully completed units only come as a digital document and can be re-sent at no charge, via email, once written request has been received.

5.2.2. Late Submission of Assessment

In cases where assessments have not been submitted by the set due date and no approved extension has been granted, a \$100 fee will apply for late submissions to be assessed. For further details regarding the process for submitting a late assessment, please refer to Section 8.4 Missed assessment submission date.

5.3 Payment Options

Payment of course fees can only be made to ITALC via the below:

- Credit card after registering through your IFCBAA account

Fees are charged for each study unit in which you are enrolled. Fees for enrolled units will need to be paid at the time of registration. Invoices will no longer be an option. Unit registrations will be cutoff 14 days prior to the course commencement so please ensure registration and payment is made prior to designated cutoff date. No access to learning material or classrooms will be granted unless payment has been affected. Enrolment into a unit can only be finalised once payment is received.

5.3.1 StudyPay Option

IFCBAA no longer offers StudyPay.

5.4 Payment at Time of Service

Students are now required to process payment for their units at the time of registration. Adhering to this process will avoid late payments and registrations, while ensuring compliance with all ITALC administrative procedures.

This ensures:

- Smooth processing of enrolments
- Compliance with our administrative procedures.

There will no longer be an option to pay later or for students to be invoiced for individual units. **Full payment is required at the time of registration.**

This applies to units that are billed to a student's employer. In these cases, students may be required to make payment at the time of registration and then seek reimbursement directly from their company.

If you come across any issues paying your fees, please contact us at training@ifcbaa.com to discuss options.

5.5 Refunds

You will be eligible for a refund of fees paid, less the administration fee, for a unit of study where written advice to withdraw or cancel enrolment is received by ITALC prior to 0900 hours on the Monday of the week in which the study unit is scheduled to commence.



-
- An administration and processing fee of \$100 applies to the refund request for 1 unit capped at \$200 in total for a refund of 2 or more prepaid units.



Online learning has deemed to have commenced once you have logged in and accessed the learning materials for a study unit. Where such a login has occurred for a study unit, no refund will be made for that study unit.

If ITALC cancels a unit, you will not have to apply for a refund; ITALC will process refunds automatically.

In normal circumstances, refunds will be forwarded within 7 working days of their eligibility being established.

In the case of an RPL application, the process will be deemed to have commenced once you have logged in to ITALC site and uploaded files for review by the assessor who has been appointed to support you in your application. No refund will apply after that time.

Fair Trading NSW also provides some information to training providers:
<https://www.fairtrading.nsw.gov.au/trades-and-businesses/business-essentials/information-for-specific-industries/training-providers-and-marketers>

5.6 Course Withdrawal

If you wish to withdraw from a unit or units, you must advise ITALC in writing of your decision. Send your notification to training@ifcbaa.com and include the following information:

- Your name
- Contact details (address, phone, email etc.)
- The unit or units you are withdrawing from
- Reason for withdrawing

5.6.1 Withdrawal Prior to Commencement of Course

If you withdraw from a unit or units prior to commencing any learning and/or assessment tasks associated with the course, a refund of the unit fee(s), less the administration fee, will be made. This is as per the Refund Policy noted in Section 5.5.



5.6.2 Withdrawal After Commencement of Course

If you withdraw from a unit or units after the commencement of any learning and/or assessment tasks associated with the course, no refund will be provided. This is as per the Refund Policy noted in Section 5.6.

Online learning is deemed to have commenced once you have logged in and accessed the learning materials for a study unit.

5.6.3 Withdrawal Due to Illness or Hardship

In circumstances of illness and/or extreme hardship, you may withdraw, and you may be entitled to a full or partial refund under the following conditions:

- Satisfactory evidence for withdrawal (e.g., medical certificate) must be provided.
- Any refund will be at the discretion of ITALC.

5.6.4 Cancellation of Course by ITALC

In the event that a unit is cancelled by ITALC for any reason, students enrolled at the time of the cancellation announcement will have their fees fully refunded. You will not have to apply for a refund; ITALC will process refunds automatically.

5.7 VET FEE-HELP

ITALC does not offer *VET Student Loans*.

6. Course Information

After enrolment, and payment has been received, you will be given access to learning materials in digital format. There is no textbook for the Diploma of Customs Broking, however the Diploma of International Freight Forwarding uses a mandatory textbook. Further information is available in the Resources section, in particular Section 13.1.2. You will need to supply your own stationery materials.

An enrolment confirmation email will be sent with log-in details so you can access via the Online Learning Centre (OLC) site: www.italc.edu.au Each unit homepage will include information on the assessment due dates. There are no workplace visits, nor do you need to attend campus, ITALC is an online college, all classes, and assessments are conducted in the online environment. However, it is not self-paced. We have weekly interactive virtual classes and specific duration for assessment submission.

6.1 Duration

How long your course will take depends on a number of factors; included are your own efforts and commitment to submitting assessments on time, your study load, and whether you are eligible for any credit transfers and/or recognition of any previous experience and qualifications. Further, the level of the qualification being undertaken will impact on course duration. The Australian Qualifications Framework (AQF) summarises the criteria of different qualification levels and gives an indication of the complexity, depth of achievement, knowledge, skills and levels of autonomy required to achieve a qualification at that level.

The AQF expresses the time expected to gain a qualification as equivalent to full-time years. This is known as the 'Volume of Learning'.

6.2 Volume of Learning

Volume of Learning statements provide an indication of the amount of time it is expected that a student would need as a full-time student to achieve the qualification. Volume of Learning figures assume none of the competencies identified in a qualification are currently held.

The listed timeframes account for **all activities** a student would undertake, including training activities, classroom sessions, research, as well as individual study, practice and learning.

6.3 Competency Based Training

Competency Based Training (CBT) is an approach to teaching that focuses on allowing a student to demonstrate their ability to do something. Used in the VET sector, CBT is used to develop concrete skills and is typically based on a standard of performance expected in the workplace and industry.

CBT programs deliver qualifications that are made of Unit of Competencies. Each unit defines the skills and knowledge required to effectively perform in the workplace. Assessment is based on the learning outcomes expected from each Unit of Competency.

6.4 How does assessment work in CBT?

Unlike the traditional school system of grading assessments on a scale ranging from A to Fail, or the university system of percentages, the assessment of CBT determines if you have the required skills and knowledge... or not yet.

Assessment is specifically conducted to determine if a student can deliver essential outcomes related to the performance criteria within each Unit of Competency. Basically, this means assessment is conducted to see whether or not a student has the required skills and knowledge to perform effectively in the workplace. If a student's performance in the assessment does not demonstrate the requirements, rather than a fail, competency-based assessment means the student is marked as 'Not Yet Competent', and more training is required to get to the point of being 'Competent'. Assessors will look for evidence against which to base their judgements of competency.

The ways students are asked to demonstrate to our qualified assessors that you can perform to the required standard and be classed as 'Competent' include:

- Written responses to theory questions
- Responding to a role play or case study
- Conducting a project
- Submitting a written report
- Responses to verbal questioning
- Compiling a portfolio of work samples
- A combination of the above

ITALC has a Training and Assessment Strategy for each of the qualifications we deliver, and we outline our approaches for conducting assessment in those strategies.

6.5 Training and Assessment Strategies

ITALC staff are appropriately qualified and have sufficient, relevant industry experience to train and assess the courses delivered by ITALC. On occasion, a subject specialist may conduct a session or assessment in conjunction with a fully qualified facilitator/assessor. You will be advised of specific instances in your unit if this is to occur.

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Our methodologies regarding training and assessment work toward ensuring our processes meet national assessment principles including Recognition of Prior Learning (RPL) and Credit Transfer (CT). All courses are assessed under the competency-based training and assessment criteria established under the AQF.

6.6 Flexible Learning and Assessment

Included in our training and assessment strategies are practices that promote flexibility in learning and assessment. This means we will work with you to provide options within the framework that are responsive to your individual needs, and that maximise learning outcomes and access to learning activities.

7. Recognition Processes

ITALC offers assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning occurred. These are detailed below:

7.1 Credit Transfer

ITALC recognises AQF qualifications and Statement of Attainments that have been issued by other RTOs. This means applicants will receive credit for relevant Units of Competencies completed with another training provider and will be exempted from the unit(s) in the qualifications offered by ITALC.

How to apply for Credit Transfer

On your enrolment form you will be asked if you want to apply for credit transfer. If you answer yes, the ITALC Training Team will send you the IFCBAA Credit Transfer Application Form.

In seeking a credit transfer, students will need to provide to ITALC Training Team a certified copy of the original record of results or statement of attainment issued by the RTO which shows the national code and name for the Unit of Competency for which exemption is sought.

Once the Training Team has received and confirmed the exemption the student's academic record will be updated to reflect completion via exemption.

There is no fee involved for a credit transfer.

7.2 Recognition of Prior Learning

Recognition of Prior Learning (RPL) is an assessment process that involves making a judgment on the skills and knowledge an individual has as a result of past study and/or experience. The aim of RPL is to recognise your existing competencies without having to go through the complete processes of training and assessment. **You will still need to provide evidence though, upon which your assessor**

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can base their judgement. Evidence must be:

- Authentic – it must be your own work
- Sufficient – it must demonstrate competence over a period of time, that the competencies can be repeated, and the evidence must be enough so that the assessor can make an accurate judgement regarding competency
- Current – it must demonstrate up-to-date knowledge and skills i.e. from the present or the very-recent past
- Valid – it must be relevant to what is being assessed

Application for RPL may be made for a specific unit(s) or for the full qualification.

As Recognition of Prior Learning is evidence based there is a very high level of evidence that we require to meet the competency standards set by the Australian Government. You need to provide this evidence to demonstrate you have the ability and knowledge to be assessed as competent in the specific unit or units of study for which you are making application.

To be considered for RPL for any part of the courses offered by ITALC you must have had at least THREE YEARS experience in the International Trade and Logistics industry and be either currently or recently employed in the industry.

These skills and knowledge might come from:

- Formal Training
- Life Experience
- Work Experience

Please note that fees for the RPL pathway are NOT identical to those for classroom enrolment. The RPL pathway is not a lower cost option it could facilitate a much quicker pathway through the Diploma if you have the evidence to demonstrate you have the necessary skills and knowledge to access this pathway.

How to apply for RPL

On your enrolment form you will be asked if you want to apply for recognition of prior learning. If you answer yes, the ITALC Training Team will send you the IFCBAA Recognition of Prior Learning Application Form. RPL is implemented on a case-by-case basis.

Applying for RPL is a five-step process:

- Step 1 – Payment of RPL Admin Fee and Conduct self-assessment of skills and knowledge
- Step 2 – Gather authentic supporting documentation

- Step 3 – Enrol in your chosen course or unit(s)
- Step 4 – Payment of RPL Unit Fee(s)
- Step 5 – Challenge Assessment

Outcomes of the RPL process

There are three possible outcomes to the RPL application:

- Assessed as Competent in all units of competency for which RPL is being sought. Statement of Attainment will be issued.
- Assessed as Competent in some units but not others. A Statement of Attainment will be issued for those units assessed as Competent. For those unit(s) assessed as Not Yet Competent, you will be able to enrol into the units, pay the applicable fee, and have the opportunity to complete them by online coursework and assessment.
- Assessed as Not Yet Competent in all units of competency applied for. You will be able to enrol into the units, pay the applicable fee, and have the opportunity to complete them by online coursework and assessment.

Appeals of Credit Transfer and RPL Decisions

You have the right to appeal the outcome of the RPL process. Refer to the IFCBAA Appeals Form, available from the ITALC Training Team.

RPL – Fees

Payment must be made in full before the RPL application will be reviewed for assessment.

If no payment is received at the time of your online enrolment application an invoice will be emailed to the email address submitted on the application. The invoice will be a 7-day account.

If payment is not received within the designated timeframe, then your RPL application will lapse, and you will be required to reapply.

If payment is received with the application, once the payment has been processed and cleared you will be sent login details for the system where you will need to submit your evidence.

RPL fees for each qualification are as follows:

Qualification	Fees
Diploma of Customs Broking RPL	
➤ RPL Admin Fee	\$100.00
➤ Complete course	\$8,000.00
➤ Single units	\$600
Diploma of International Freight Forwarding RPL	
➤ RPL Admin Fee	\$100.00
➤ Complete course	\$6,000.00
➤ Single units	\$600

7.3 Foundation Skills

All training and assessment delivered by ITALC contain Foundation Skills. Foundation Skills are a mandatory component of Units of Competency.

They are non-technical skills that support participation in the workplace, the community, and adult education and training. Examples of Foundation Skills include things such as communication skills, literacy skills (reading, writing and numeracy), interacting with others, and skills to effectively participate in the workplace such as teamwork, problem solving, and self- and time-management.

8. Assessment Information

Assessments will be on a set date with a window of time in which it can be taken. You are to complete the assessments within this time frame.

If for any reason you will not be able to complete an assessment, you must contact your facilitator immediately and discuss the options.

Assessments will be available through the Online Learning Centre (OLC) and will not require attendance at a VC. You will require a fully functioning computer with internet access to complete the assessments.

Units have a range of assessment tasks depending on the unit undertaken. Generally, the types of assessments are in the following formats:

- knowledge test comprising of multiple-choice questions or short answer responses
- discussion boards
- tasks requiring interaction with forms
- problem based questions/scenarios
- case studies.

Assessments are of the 'open book' format which means that you will be able to access your course materials during the assessment.

8.1 Submitting Assessments

You are expected to complete assessments for all units in your qualification. You will need to submit assessments by the specified due dates for a result to be recorded. You will receive full and detailed instructions on the requirements for each assessment, including its context and purpose; ensure you talk to your facilitator to clarify anything that is not clear to you.

8.2 Resubmissions

If you do not satisfy the assessment requirement on your first attempt, you will receive feedback to say your submission was 'Not Yet Competent' (NYC). You will need to provide more evidence to support your claim for competency. This may mean re-doing some of the questions or providing extra or more relevant information for your assessment submission.

Only one resubmission attempt will be granted for each assessment item. If you do not submit your resubmission by the advised due date, your result will remain NYC. If you attempt the resubmission



and it is again assessed as unsatisfactory, then your outcome for the assessment will be NYC and you will be required to re-enrol in, and re-do the work for the unit, in order to achieve the full qualification.

The reassessment period should be 48 hours from the time you receive the result of the first submission. Trainers may extend the reassessment period based on their discretion.

ITALC does not charge a fee for resubmission of assessments during the unit duration. However, late submissions or additional workshops where allowed may incur a fee.

Talk to the Training Team if you need more information. All of the staff at ITALC will take every reasonable effort to help you succeed in your course.

8.3 Request for assessment extension

If you are unable to meet a scheduled assessment date, you will need to notify your facilitator at least 48 hours prior to the due date to request an extension. All requests for extensions need to be in writing, via email or a message via the OLC. Extensions are granted in exceptional circumstances and need to be supported by appropriate documentary evidence. Usually, you need a strong compelling and compassionate reason like medical illness, bereavement etc, to get an extension. It will be up to the discretion of college and trainers to allow extensions.

An assessment completed by the extension date will be eligible for a rectification attempt.

Assessments submitted after the approved extension date may not be accepted. This will be at the discretion of the facilitator and the specific circumstances surrounding the failure to submit the assessment in the allowed time. In all cases, where the assessment submitted after the due extension date is accepted, such an assessment submission will not have the option of a rectification. This means there will be one and only one attempt for this assessment task.

Failure to submit by the due date, without prior approval, may be considered as a Missed assessment.

8.4 Missed assessment submission date

If you fail to submit or complete your assessment by the set due date and do not have an approved extension you may apply to have your submission considered. You must contact the Training Team via email, training@ifcboa.com within 48 hours of the assessment date to request a time to sit/submit your assessment. There is a fee for this option. If you wish to have a late assessment considered, you will need to pay a Missed Assessment Fee of \$100.00. The fee will need to be paid before the assessment will be marked and must be received within three business days of the request being approved. There will be no reassessment for a missed assessment submission.

Assessments that fall outside of the 48-hour timeframe will not be considered for the missed assessment submission option.

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8.5 Assessment Feedback

You will receive feedback regarding the outcome of each of your assessment items. To be deemed 'Competent' against a nationally accredited unit, you must meet the requirements for all elements that comprise that unit.

8.6 Plagiarism

All work that you submit must be your own. You will have signed a declaration at the start of each assessment that this will be the case.

Plagiarism is taking someone else's work and/or ideas and passing them off as your own OR allowing another student to copy your own work and pass it off as their own. It is a form of cheating and is taken seriously by ITALC. To help you understand, the following are examples that constitute plagiarism:

- Copying sections of text and not acknowledging where the information has come from
- Mashing together multiple 'cut and paste' sections to form an assessment response
- Presenting work that was done as part of a group as your own
- Using a past or present student's work, and presenting it as your own or allowing your work to be used by a past or present student
- Using AI like ChatGPT to prepare your answers
- Asking or paying another person to do your assessment.

Plagiarism is a serious offence.

Students engaging in this behaviour will face disciplinary action including a failing grade for the unit or even withdrawal from the College.

8.7 Assessment Appeals

Whilst a student, you are able to lodge an appeal if you disagree with a decision regarding an assessment outcome, you are encouraged to speak with your assessor in the first instance. If you are not satisfied with the outcome of that discussion, you may request a formal review of the assessment decision. Follow the below procedure for lodging an appeal.

8.7.1 Assessment Appeals Process

An academic appeal pertains to a result of an individual assessment task, or the final result of a unit. An appeal must be lodged within 30 days of the issuance of the assessment result.

The assessment appeals procedure:

In the first instance, you should contact your facilitator to discuss the result.

Where the outcome is not satisfactory you should contact the Training Team via email, training@ifcbaa.com outlining the circumstances. This contact should be made within 7 days of your contact with the facilitator.

If the outcome of this contact is still not satisfactory, a written appeal should be forwarded to the Training & Professional Development Team Leader identifying the following:

- The circumstances surrounding the situation
- Date and time of the situation
- If there is a request for reassessment
- Any evidence, such as the assessment submitted

The appeal will be evaluated by an independent party and a decision made. You will be notified in writing of the outcome of your appeal.

In the case of reassessment an objective party will be appointed to reassess your submission. A record of the appeal and subsequent decisions will be appropriately recorded. In the event that an appeal cannot be resolved internally, you will be advised of the appropriate body where you can seek further assistance.

8.8 Where to Get Help

Talk to your Unit Facilitator and/or assessor for help in understanding how to complete your assessments. They are happy to support you and can be contacted through the ITALC messaging system and in the LMS.

9. Student Conduct

Just as ITALC has a responsibility to meet expectations of students, legislation, and regulations, so too, do students have obligations they are expected to meet. It is expected that students will participate with commitment in their studies, submit assessment items on time, and behave in a manner that does not contravene workplace health and safety or the principle of respect for others.

ITALC views student misconduct seriously. We expect that our students will behave in an honest, respectful manner appropriate for a learning environment, and in a way that will uphold the integrity of the RTO. Consequences of student misconduct vary up to and including expulsion from the course. Examples of student misconduct include, but are not limited to:

- Academic misconduct including plagiarism and cheating
- Harassment, bullying and/or discrimination
- Falsifying information
- Any behaviour or act that is against the law
- Any behaviour that endangers the health, safety and wellbeing of others
- Intentionally damaging equipment and/or materials belonging to ITALC.

Consequences for misconduct will depend on the severity and frequency of the breach and include, but are not limited to:

- Formal reprimand (warning)
- Suspension from the course
- Student to reimburse the costs incurred by any damage caused
- Cancellation of the course without refund and/or credit
- Matter referred to the police.

Students found guilty of misconduct have a right to lodge an appeal by following our Student Appeals Policy process outlined in Section 9.1.

9.1 Student Appeals Policy

If your appeal pertains to a result of an individual assessment task, or the final result of a unit, please follow the process outlined in Section 8.7.1. All other appeals, please follow the process below.

Appeals must be received in writing by completing the Student Appeals Form via email within 5 business days of the incident which is the subject of the appeal. The form is available by contacting the Training Team via email: training@ifcbaa.com Please see the end of this section for the full list of areas acceptable for appeal.

The appeal should be addressed to the Training Team. The appellant will receive notification of receipt of the appeal from ITALC.

Appeals will only be considered where the appellant has lodged the appeal. The appellant may represent themselves at a hearing if one is deemed needed, but no advocates or legal representation will be allowed to attend the meeting. A support person may accompany the applicant; however, the support person may not address the Appeals nor prompt the appellant.

The written appeal should outline the matters for appeal and attach all supporting material to be considered by ITALC, except where not available (e.g., the contents of an exam). ITALC will consider issues and materials relevant to the appeal. ITALC will assess each case on its own merits.

ITALC will consider, and make a determination on, the appeal within 10 business days of receipt of the appeal by ITALC. The appellant will be advised of the outcome within 5 business days of ITALC decision.

ITALC can only make a decision to uphold or reject the appeal. If the appeal is upheld, ITALC is empowered to provide a remedy to the appellant. If the appeal is rejected, the appellant will be advised of the reason.

The decision of ITALC will be by majority and is final and binding.

ITALC will accept appeals in the following areas:

- Assessment content – apparently incorrect or ambiguous questions
- Assessment content – apparent differences between the learning materials and the assessment
- Misconduct consequences - as outlined in Section 9, students found guilty of misconduct have a right to lodge an appeal.
- Unsatisfactory assessment appeal outcome – if the student is not satisfied with the outcome from the process outlined in Section 8.7.1, then they may lodge a further appeal via the student appeals process.

ITALC will not accept appeals in the following areas:

- Assessment re-sit rules and procedures
- Assessment subject matter (i.e., width and balance)
- Recognition of prior qualifications from foreign countries
- Exemption rules
- Timing and location of assessments

Management will consider the appeal and act to rectify it if it is found to be substantiated. You will be notified in writing of the outcome and advised of the appropriate body where you can seek further assistance if preferred.

9.2 Academic misconduct

Plagiarism and cheating are serious offences. Students engaging in this behaviour will face disciplinary action. Refer to Section 8.6 for explanation on plagiarism.

9.3 Disciplinary Policy

In the event that there are grounds for disciplinary intervention then this will be handled in the first instance by the Facilitator, and if necessary, by ITALC staff. A record may be put in your training file.

10. Student Feedback

ITALC is dedicated to ensuring its practices are constantly reviewed to ensure the best possible outcomes. This approach to continuous improvement relies on input from students regarding their experiences whilst enrolled in their course.

We welcome feedback at any time but will also specifically ask for it at the completion of each calendar year via an online survey.

Please take the time to respond to these surveys regarding the unit(s) you studied during the semester.

11. Issuing Certificates

11.1 Unit Results and Statement of Attainment

For students undertaking studies in a whole qualification, unit results will be updated in our student management system within 30 calendar days of you being assessed as being 'Competent'.

For students who are undertaking a single unit of study can request Statement of Attainment by emailing training@ifcbaa.com. The Statement of Attainment will be issued, provided that you've met all requirements for the unit, and all fees are paid. Statement of Attainments are emailed to the email address you supplied the Training Team at time of enrolment.

11.2 Diploma and Record of Results

Upon successful completion of all units within your course, and provided all fees are paid, a Diploma and Record of Results will be issued to you within 30 calendar days of you being assessed as being competent for all units and therefore completing the requirements of your course. Diplomas and Records of Results are posted to the postal address you supplied the Training Team at time of enrolment. A soft copy of the Diploma and Record of Results are emailed to the email address you supplied the Training Team at time of enrolment. This meets the compliance requirements as set for ITALC and other RTOs in the Standards for RTOs 2025.

If you change your contact information, it is essential to advise the Training Team, so that you are assured of receiving your Statement of Attainments and your Diploma.

If for some reason ITALC ceases to operate whilst you are still enrolled, a Statement of Attainment will be issued to you for the units within the qualification for which you have successfully met requirements.

12. Courses on Offer

12.1 TLI50822 Diploma of Customs Broking

The following table outlines the units for the TLI50822 - Diploma of Customs Broking and their fees. All Diploma course fees are GST Free.

Code	Ref Code	Title	Fees
TLIX0035	ACF	Apply knowledge of border clearance fundamentals	\$390.00
TLIX0037	CP1	Apply border clearance procedures	\$390.00
TLIX0039	VL1	Determine customs value	\$390.00
TLIX0041	MGC	Manage goods under customs control	\$390.00
TLIX0008	BIO	Comply with biosecurity border clearance	\$390.00
TLIX0036	CL1	Determine tariff classification of goods	\$390.00
TLIX0045	DPR	Determine import/export prohibitions/restrictions	\$390.00
TLIX0043	DIT	Determine indirect taxes*	\$390.00
TLIX0040	VL2	Determine complex customs value*	\$390.00
TLIX0046	ADC	Apply anti-dumping and countervailing measures*	\$390.00
TLIX0038	CP2	Apply customs procedures*	\$390.00
TLIX0044	OPF	Determine origin of goods and apply preference schemes or free trade agreements*	\$390.00
TLIX0042	CL2	Determine complex tariff classifications*	\$390.00
TLIX0047	RDB	Review decisions of regulatory bodies*	\$390.00
		TOTAL:	\$5460

* These units have either Mandatory or Recommended Pre-requisites. Mandatory Pre-requisites are those prescribed by the Government. Recommended Pre-requisites are those recommended by ITALC, to learn the concepts in a systematic manner. Please refer to Section 1.3 to see the prerequisites for each unit.

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Unit outlines

The following is a description of the study units within the TLI50822 - Diploma of Customs Broking which contains 14 core units of competency.

Core Units:

TLIX0035 - Apply knowledge of border clearance fundamentals (ACF)

This unit involves the skills and knowledge required as an introduction to border clearance.

This unit includes outlining the framework for Australia's international trade involvement and the structure and effect of Australian legislation in relation to importing and exporting cargo in accordance with legislation in relation to border clearance activities. It also includes roles and responsibilities of a licensed customs broker, application of Incoterms to the movement of cargo and documentation and methods of payments used in border clearance.

TLIX0037 - Apply border clearance procedures (CP1)

This unit involves the skills and knowledge required to apply customs clearance procedures.

This unit includes identifying customs clearance processes and potential problems. It also includes determining if customs clearance by Self Assessed Clearance (SAC) is appropriate for the subject consignment and identifying and determining type of formal import declaration requirements and goods are dealt with in accordance the clearance received.

TLIX0039 - Determine customs value (VL1)

This unit involves the skills and knowledge required to carry out customs valuation using the transaction value method only, for the purpose of determining the customs value.

This unit applies to individuals working as a customs broker. Work must be carried out in compliance with the Customs Act as amended and related case law and workplace requirements concerning customs valuation functions.

TLIX0041 - Manage goods under customs control (MGC)

This unit involves the skills and knowledge required to manage goods under customs control.

This unit includes identifying and reporting the movement of cargo to authorities in accordance with Customs Act as amended. It includes movement permissions and customs control of regulated premises.

TLIX0008 - Comply with biosecurity border clearance (BIO)

This unit involves the skills and knowledge required to assess documentation for compliance with biosecurity border clearance in accordance with legislation, regulatory requirements and workplace requirements.

TLIX0036 - Determine tariff classification of goods (CL1)

This unit involves the skills and knowledge required to determine the customs tariff classification of goods.

This unit includes establishing the basis of the tariff classification, selecting tariff headings that could apply to goods in accordance with General Rules of Interpretation (IRs) and are applied to justify selection of appropriate tariff heading. It also includes selecting tariff sub-headings to determine tariff classification and preparing application for Tariff Advice.

This unit applies to individuals working as a customs broker. Work must be carried out in compliance with the Customs Tariff Act and related legislation and workplace requirements concerning customs commodity classification functions.

TLIX0045 - Determine import/export prohibitions/restrictions (DPR)

This unit involves the skills and knowledge required to apply permit requirements as part of customs broking activities in accordance with the current Australian Customs Act as amended and other relevant legislation.

It includes identifying goods subject to import/export restrictions and/or prohibitions, identifying required permits, assessing permits for compliance, and facilitating the gaining of such permits.

TLIX0043 - Determine indirect taxes (DIT)

Mandatory Pre-requisite unit: TLIX0039 - Determine customs value (VL1)

This unit involves the skills and knowledge required to determine indirect taxes as part of customs broking activities.

It includes assessing the applicability of indirect taxes, determining tax exemptions and taxes to be paid.

This unit applies to individuals working as a customs broker. Work must be carried out in compliance with relevant legislation.

TLIX0040 - Determine complex customs value (VL2)

Mandatory Pre-requisite unit: TLIX0039 - Determine customs value (VL1)

This unit involves the skills and knowledge required to carry out complex customs valuation in accordance with customs and relevant legislation.

It includes applying the relevant method for the complex customs valuation required, identifying the contract of sale for customs valuation purposes, determining the price and elements of adjusted price, and identifying elements of price related costs. It also includes calculating customs value through the application of currency conversion and recording valuation information on customs declaration.

This unit applies to individuals working as a customs broker. Work must be carried out in compliance with the Customs Act as amended and case law concerning customs valuation.

TLIX0046 - Apply anti-dumping and countervailing measures (ADC)

Recommended Pre-requisite unit: TLIX0037 - Apply border clearance procedures (CP1)

This unit involves the skills and knowledge required to identify goods subject to dumping and/or countervailing measures, and to calculate applicable duties.

This unit includes identifying and determining goods subject to anti-dumping and/or countervailing measures in accordance with legislative requirements.

Work must be carried out in compliance with relevant customs and anti-dumping legislation.

TLIX0038 - Apply customs procedures (CP2)

Recommended Pre-requisite unit: TLIX0037 - Apply border clearance procedures (CP1)

This unit involves the skills and knowledge required when applying customs procedures.

This unit includes identifying eligibility for refunds, rebates or remissions of customs duty of import consignments for entry under temporary import provisions. It also includes identifying eligibility for drawback and Tradex Scheme, and contingency arrangements for the integrated cargo system (ICS).

TLIX0044 - Determine origin of goods and apply preference schemes or free trade agreements (OPF)

Recommended Pre-requisite unit: TLIX0037 - Apply border clearance procedures (CP1)

This unit involves the skills and knowledge required to determine the origin of goods and to interpret the application of preference schemes and/or free trade agreements to those goods.

Work must be carried out in compliance with the relevant customs requirements, and relevant legislation requirements concerning the determination of origin of goods.

TLIX0042 - Determine complex tariff classifications (CL2)

Mandatory Pre-requisite unit: TLIX0036 - Determine tariff classification of goods (CL1)

This unit involves the skills and knowledge required to classify goods for import and export of goods in accordance with the current Australian Customs Act, Customs Tariff Act and other relevant legislation.

This unit applies to individuals working in the supply chain industry. Work must be carried in compliance with the current legislation.

TLIX0047 - Review decisions of regulatory bodies (RDB)

This unit involves the skills and knowledge required to review the decisions of regulatory bodies, including current Australian Government departments with the responsibility for border clearance issues.

It includes evaluating the need to respond to a dispute, developing a response and initiating further actions. It also includes preparing client for compliance assessment (audit) by regulators and responding to forfeiture, seizure and/or condemnation of goods.

This unit applies to individuals who work in the role of customs broker in an on-the-job environment.

Recommended Pre-requisite units:

- *TLIX0037 - Apply border clearance procedures (CP1)*
- *TLIX0044 - Determine origin of goods and apply preference schemes or free trade agreements (OPF)*
- *TLIX0038 - Apply customs procedures (CP2)*
- *TLIX0046 - Apply anti-dumping and countervailing measures (ADC)*
- *TLIX0042 - Determine complex tariff classifications (CL2)*
- *TLIX0040 - Determine complex customs value (VL2)*

12.2 TLI50119 Diploma of International Freight Forwarding

The following table outlines the units and their fees for the Diploma of International Freight Forwarding. All diploma units are GST Free.

Code	Ref Code	Title	Fees
TLIA5059	SMI	Plan and organise the international forwarding of freight by sea and multimodal transport	\$390.00
TLIA5061	RRI	Plan and organise the international forwarding of freight by road and rail transport	\$390.00
TLIE5020	DPI	Apply knowledge of freight forwarding documentation and permits	\$390.00
TLIL5062	LDI	Apply knowledge of logistics, storage and distribution to international freight forwarding	\$390.00
TLIA5060	ATI	Plan and organise the international forwarding of freight by air transport	\$390.00
TLIL5064	SCD	Manage international special freight transport services including dangerous goods and special cargo* <i>Pre-requisite units SMI (TLIA5059) and ATI (TLIA5060)</i>	\$390.00
TLIL5063	CIR	Review contracts, insurance, risk and liability in the international freight forwarding context	\$390.00
TLIO5020	SSI	Advise on and manage security and safety in international freight transport	\$390.00
TLIX0006	ABP	Apply and monitor biosecurity policies and procedures	\$390.00
TLIK2010	IDW	Use infotechnology devices in the workplace	\$390.00
BSBLDR522	MPC	Manage people performance	\$390.00
BSBOPS505		Manage organisational customer service	
		TOTAL	\$4290

* This unit has recommended Pre-requisites which are the units recommended by ITALC, to learn the concepts in a systematic manner.

** Standard elective units on offer are the clustered unit of BSBOPS505 with BSBLDR522.

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Unit outlines

The following is a description of the study units within the Diploma of International Freight Forwarding:

Core Units:

TLIA5059 Plan and organise the international forwarding of freight by sea and multimodal transport (SMI)

- This unit involves the skills and knowledge required to plan and organise international forwarding of freight by sea and multimodal transport (covering the importing, exporting and transiting of freight). This includes confirming customers' freight transport requirements; selecting routing for sea and multimodal transport; advising on and organising the packaging, packing, loading, stowage and storage of the freight; and completing freight forwarding calculations required for sea and multimodal transport. It also includes assisting in the organisation of insurance for sea and multimodal freight transport; organising permits, authorisations etc.; liaising with the freight forwarding global network; tracking and tracing international cargo being forwarded by sea and multimodal transport; and completing documentation and records required for sea and multimodal transport.

TLIA5061 Plan and organise the international forwarding of freight by road and rail transport (RRI)

- This unit involves the skills and knowledge required to plan and organise international forwarding of freight involving road and rail transport (covering the importing, exporting and transiting of freight). This includes confirming customers' freight transport requirements; selecting routing for road and rail freight transport; advising on and organising the packaging, packing, loading, stowage and storage of road and rail freight; and completing freight forwarding calculations for road and rail transport. It also includes assisting in the organisation of insurance for road and rail freight transport; organising permits, authorisations etc.; liaising with the freight forwarding global network; tracking and tracing international cargo being forwarded by road and rail transport; and completing documentation and records required for road and rail freight transport.

TLIE5020 Apply knowledge of freight forwarding documentation and permits (DPI)

- This unit covers the competency required to develop, maintain and apply an in-depth understanding of required documentation, forms and permits to advanced freight forwarding activities. This includes the demonstration of the required knowledge of documentation, forms and permits; the consistent interpretation and application of that knowledge to the freight forwarding role and functions; and undertaking sufficient appropriate continuous professional development activities to maintain the currency of the required knowledge and understanding.

TLIL5062 Apply knowledge of logistics, storage and distribution to international freight forwarding (LDI)

- This unit involves the skills and knowledge required to develop, update and apply knowledge of logistics, warehousing, storage and distribution when performing advanced international freight forwarding activities. This includes the demonstration of the required knowledge of logistics, warehousing, storage and distribution; the consistent interpretation and application of that knowledge to the freight forwarding role and functions; and undertaking sufficient appropriate continuous professional development activities to maintain the currency of the required knowledge and understanding.

TLIA5060 Plan and organise the international freight forwarding by air transport (ATI)

- This unit involves the skills and knowledge required to plan and organise international forwarding of freight by air transport (covering the importing, exporting and transiting of freight). This includes confirming customers' freight transport requirements; selecting routing for air freight transport; advising on and organising the packaging, packing, loading, stowage and storage of air freight; and completing freight forwarding calculations for air transport. It also includes assisting in the organisation of insurance for air freight transport; organising permits, authorisations etc.; liaising with the freight forwarding global network; tracking and tracing international cargo being forwarded by air transport; and completing documentation and records required for air freight transport.

TLIL5064 Manage International special freight transport services Including dangerous goods and special cargo (SCD)

Optional Pre-requisite units ATI (TLA5060) & SMI (TLIA5059)

- This unit involves the skills and knowledge required to manage special international freight transport services, including (1) the forwarding of dangerous goods, (2) the international forwarding of special cargoes such as classified goods, perishables, flowers and plants, livestock, artworks, high value goods, and heavy-weight and out-of-gauge cargo etc., and (3) special forwarding projects (such as international freight logistics for sporting or diplomatic events, business conventions and exhibitions etc.). It also includes the monitoring and tracking of the international transport of special cargoes and dangerous goods and ensuring that all required forms and documentation are completed and/or required data entered into the applicable information technology systems.

TLIL5063 Review contracts, insurance, risk and liability in the international freight forwarding context (CIR)

- This unit involves the skills and knowledge required to review contracts, insurance, risk and liability in the international freight forwarding context. This includes examining an international freight forwarding sales contract; examining an international freight forwarding service contract; managing risk in international freight forwarding; assisting in organising transport insurance requirements; confirming or organising liability insurance

requirements; assisting a customer to make a claim on a transport insurance policy; and making a claim on a liability insurance policy.

TLIO5020 Advise on and manage security and safety in international freight transport (SSI)

- This unit involves the skills and knowledge required to advise customers on security and safety requirements within international freight transport and manage the security and safety arrangements for international freight. This includes assessing international freight transport security and safety risks; specifying international transport security and safety requirements; implementing transport security and safety plans and policies; and monitoring and reviewing security and safety system performance.

TLIX0006 Apply and monitor biosecurity policies and procedures (ABP)

- This unit involves the skills and knowledge required to apply and monitor Australian biosecurity regulatory requirements and workplace policies and procedures. It includes identifying and applying biosecurity requirements and workplace procedures when monitoring biosecurity compliance. It also includes reporting biosecurity concerns and incidents in accordance with regulatory requirements and workplace procedures

TLIK2010 Use info technology devices in the workplace

- This unit involves the skills and knowledge required to use infotechnology devices in the workplace in accordance with the relevant work health and safety (WHS)/occupational health and safety (OHS) regulations and workplace procedures, within the transport and logistics industry. It includes identifying infotechnology equipment and systems; setting up, using and shutting down computer-based equipment and systems; and inputting, storing and presenting files/data. It also involves implementing workplace procedures for managing and securing data.

Elective Units:

MPC: Managing people and customer service

BSBLDR522 Manage people performance and BSBOPS505 Manage organisational customer service

- These units describe the skills and knowledge required to manage the performance of staff that are direct reports, and describes the skills and knowledge required to develop strategies to manage organisational systems that ensure products and services are delivered and maintained to standards agreed by the organisations.
- Please note that no alternative elective units can be selected for this course. Students who have units that meet the packaging requirements may apply for Credit Transfer. Please refer to information in this Handbook regarding Credit Transfer processes.

Commented [IK2]: I added this statement to address the client query sent by Siobhan on 23 June.



Course duration

The course duration is one and half years of study when completing the recommended study load per semester. It can be fast tracked and completed within one year. Each calendar year will have two semesters with Semester One running from January to June, and Semester Two running from July to December.

Recommended course schedule

DIFF units are only offered once a year. However, you can start in any semester.

Semester 1	Semester 2
SMI (TLIA5059)	ATI (TLIA5060)
RRI (TLIL5061)	LDI (TLIL5062)
IDW (TLIK2010)	CIR (TLIL5063)
ABP (TLIX0006)	SSI (TLIO5020)
SCD (TLIL5064)	MPC (BSBLDR522, BSBOP505)
	DPI (TLIE5020)

What credential will I receive on completion of the new Diploma?

The DIFF is a nationally recognised qualification TLI50119 Diploma of International Freight Forwarding. Once you graduate, you will be eligible to receive the Diploma from ITALC.

ITALC is also pleased to advise that FIATA (the International Federation of Freight Forwarders Associations) recognises ITALC's Diploma course for the awarding of the globally recognised and highly regarded FIATA Diploma.

This means that once you graduate from ITALC's course, you will not be required to complete any further study to be granted the FIATA Diploma. This is because FIATA recognises the high standard of ITALC's course and deems it to be equivalent to their globally recognised Diploma. ITALC will apply for your FIATA Diploma on your behalf for an administrative cost of \$100.

In Australia, you must complete your course through the IFCBAA / ITALC, to be awarded the prestigious FIATA Diploma.



13. Resources and Online Study

13.1 Resources

13.1.1 Learning Materials

Students are provided learning materials and handouts relevant to each unit of study via the Online Learning Centre. There are no software costs and no costs to download the learning materials other than the normal cost of Internet access through your Internet Service Provider (ISP). To take an active part in the virtual classrooms you will need a microphone and speakers or a combined headset.

ITALC recommend having access to a good printer so you can download and print your learning materials. ITALC believe this is essential for good study technique as regular reference will be made to these readings. It is far easier to study from these materials in hard copy where you can make notes in the margins and highlight the specific areas you need to study.

13.1.2 Text Book

The only course that has a prescribed and mandatory textbook is the Diploma of International Freight Forwarding. The text is "International Logistics and Freight Forwarding Manual" (4th Edition) by Russell Burke. The text can be purchased from the IFCBAA website: www.ifcbaa.com The text can be found under the Products section and costs \$170.50) plus postage and handling.

13.1.3 Accessing the Customs Tariff

The Diploma of Customs Broking has units that require you to have access to the Customs Tariff. IFCBAA provides access to a free Customs Tariff portal via:

<https://www.ifcbaa-tariff.com/#/>

Please contact us to get your login and password on training@ifcbaa.com

13.2 Learning Online

13.2.1 Courses delivered via the Internet.

ITALC has spent a considerable amount of time researching the most effective learning platform for it to offer courses via the Internet. Given the broad geographical spread of people interested in completing our courses, an online platform was considered the best way to reach all potential students within Australia and internationally.

Courses offered by ITALC utilises absolute state-of-the-art virtual classrooms which will enable you to come together and discuss topics within the course with your facilitator and with your fellow students. This social and academic interaction creates the most effective method for student learning in an online environment and simulates the classroom situation of a bricks and mortar college perfectly. These classes are live classes held in real-time with an experienced subject matter expert facilitating the learning.

13.2.2 Can I start and finish anytime I like?

No. The courses offered by ITALC are fully facilitated courses. This means that you will have a facilitator for your course that will be well skilled in online facilitation as well as be a subject matter expert in the study unit.

Each study unit will have a clear timetable for classes and assessments as well as other assessable requirements. You will be advised of this timetable and will be expected to submit work and contribute to the course in line with this timetable.

13.2.3 What are On-line mentoring sessions?

ITALC offers students sessions to focus on **student mentoring and support** that is directly linked to each unit. Each unit will now include one **free group mentoring session** (1 hour via Teams), designed to help students discuss key topics, seek clarification, and collaborate with peers.

Students must **RSVP** at least **5 days in advance**, and the session will usually be offered mid-way through or toward the end of the unit. Questions should relate only to the current unit's content or assessments.

One-on-one sessions with lecturers remain available at **\$60 per 30 minutes** for additional individual support.

These sessions will ensure students receive **consistent, structured, and course-aligned guidance** from lecturers familiar with their unit content and assessment requirements.

13.2.4 What are the book a trainer sessions?

ITALC offers students the option to book a one-on-one session with their trainer.

This session costs \$60.00 per 30-minute session and gives students the opportunity to discuss any questions or issue with their trainer. To book a trainer session please contact the training team at training@ifcbaa.com or call 07 3256 0146.

13.2.5 What can you tell me about the virtual classrooms?

We use Microsoft Teams for our Virtual classes. ITALC has invested in this software which means that it can be provided to you at no cost whatsoever.

The virtual classroom (VC) enables you in REAL TIME to:

- Watch and listen to a presentation by your facilitator
- Ask verbal as well as written questions of your facilitator
- Ask verbal as well as written questions of your fellow students and respond to their questions and ideas
- Complete quizzes and other interactive exercises
- Provide a response to an opinion survey
- Surf the Internet as a group with your fellow students

13.2.6 What do I need to access a VC?

To access a VC, you will need a microphone and speakers (some students choose to combine these in a headset which may be purchased at any technology store for as little as \$30)

You can access Microsoft Teams App via Windows PC, Mac or Mobile devices, or access it through the browser. The technical requirements for your devices are given in the link below.

<https://learn.microsoft.com/en-us/microsoftteams/teams-client-system-requirements>

You will also need access to the Internet via an Internet Service Provider (ISP). While NBN internet access is not essential, it will make your learning experience more satisfying by speeding up your downloads of video and other images involved in the course



ITALC uses virtual classrooms in most of its courses and you will be expected to attend these sessions when they are scheduled. You will also be expected to contribute to these sessions by both asking and responding to the ideas and input of others within your virtual classroom.

What happens if you miss a VC? No problem at all. Unlike being in a traditional classroom, we record all of our VCs so you can watch them at any time to ensure you stay up to date with your class. This is one of the most significant benefits of learning with us - you never miss a class.

All VCs are scheduled at night (typically 2000 hours SYD time) and are of one hour's duration.

Dates and times of VC sessions are advised in advance and during daylight savings periods Sydney (SYD) time will be followed.

13.2.7 What's involved in studying online?

Studying online does not mean all your learning is completed via the computer. This would be very difficult to achieve and would be challenging to anyone's ability to maintain focus, both physically and intellectually.

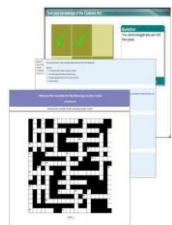
The following is an outline of the learning philosophy of ITALC courses:

Downloadable print materials provided for every session



The learning design philosophy of ITALC is that you will be provided with a range of reading material for your course which will be downloadable as PDF documents. Our view and our strong recommendation is that you should get yourself a folder for each of your study units and then download, print and file the reading material within these folders to ensure you have good quality, hard copy documents from which to study. You can then use these documents as reference material for the learning activities (see below).

Learning activities available to self-assess your learning



You will be provided with a number of learning activities to enable you to determine your own understanding of the study unit. These will be found in the online environment so you will need to logon and complete these exercises although this can be completed in your own time within the course and will not be part of your formal assessment within the unit. The answers to questions raised in these learning activities will usually be provided within the downloadable reading material for your study unit although in some cases you may be required to conduct some research of your own either online or through other methods.

13.2.8 What are the benefits of learning online?

There are a number of benefits to you in learning online as compared to the equivalent course in a bricks and mortar, classroom, environment. Some of these are:

- The courses offered through ITALC enable you to receive a consistent level of education, wherever you might be located around Australia and even internationally. This is because ITALC can source out the most appropriate and experienced facilitators from around the country wherever they are located and bring their expertise together for the benefit of our students
- In the online environment it is possible for ITALC to bring guest speakers into the virtual

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classrooms no matter where those guest speakers may be located around the world. This would be beyond the budget of most colleges

due to the high cost of travel and accommodation required. You would also have the opportunity to interact with the guest speaker and ask questions to confirm details of the presentation. All without leaving your own desk.

- There is clearly a saving for you in terms of travel times and costs, particularly where you might be located in places that are not geographically close to the traditional college classrooms.
- If you are unable to make a class, you are still able to attend as ITALC records all of the VCs for every unit. This way you will be able to stay up to date with your cohort, as well as ensuring you do not miss out on the class experience, or any pertinent information.
- Research suggests that the ability of a student to retain learning in a course is actually enhanced within an online study environment. This is because an online course combines all of the senses: you not only get to hear a lecturer but you also get to read the material and digest it in your own time. This type of learning appeals to all the senses rather than just the limited opportunities generated by attending a lecture in class.
- We also believe that the learning environment is more relaxed when you can work at your own pace in completing assignments within your own learning environment – usually your own place of work or study.

13.2.9 Finding your way around the Online Learning Centre

An orientation session will be provided to you and all students prior to the start of the semester. This will show you how to access your course and provide you with an outline of what the course area looks like and how to navigate your way around the online learning centre. This orientation will be recorded so that you will have ongoing access to view the recording and refresh your knowledge as required.

13.2.10 Preparing to Learn

Online learning can be a rewarding experience if you prepare for it and then stick with your plan. Below are some suggestions to make your learning easier.

Create an offline folder: Find a ring binder and label it with the name of your course. Online learning can generate just as much paperwork as offline learning. Sometimes more!

Create an online folder: Name a folder after your online course on the hard drive of your computer. This is where you will save any online documents, templates, assessment responses and other resources relevant to your program. If you are unable to save to the hard drive, use a memory stick especially for this purpose.



Record your login: Write your login details down in a safe place and do not share them with anyone. It is good practice not to record any passwords on any computer that has access to the Internet, as there is a slight possibility that someone could access them remotely.

Print important information: It may be useful to print program details, any assessment requirements and any important emails/messages from facilitators or administration and file them in your folder. This provides a quick reference point while you are offline.

Choose a place: Consider your lifestyle. Now decide where you will be when you login – work, library, home etc. Choose somewhere that is available, comfortable, and private where you are least likely to be interrupted

Choose a time: Arrange your weekly schedule to work around the class times. It is not necessary to be online for long periods of time –about 1 hour at a time for each unit is sufficient for attending classes. Be ready to make the commitment to login at least twice a week to check in the forums or any other communication. You also need to schedule time to review the materials and complete your assessments.

Now inform your partner, flat mate, children, parents, siblings etc. that when you are at the computer at these times, you are actually ‘at class’ and are not able to speak with them. You may even need to put up a sign!

Now this is no different to attending a physical classroom session and this is where we need you to be aware that even though the course is online this does NOT mean it is self-paced. In other words, if you skip a week or two, you will find yourself behind in the class and needing to catch up. In cases where you cannot catch up and are subsequently not able to pass the set assessment tasks, you may be required to withdraw from the study unit.

It is vitally important therefore that you do not get behind in your studies as playing ‘catch up’ is always difficult.

Each week you are required to:

- read that week’s study material and digest the information prior to your weekly VC
- conduct any further research that may be necessary
- complete the non-assessable learning activities
- complete exercises/activities in preparation for the VC and/or DB
- make comments on the material back to the facilitator and/or the group via the discussion board if required
- attend the virtual classroom for that week if one is scheduled



Taking into account the above, you should expect to spend a minimum of 4-6 hours per week on EACH study unit to ensure you have covered the material in depth.

Contact with the facilitator: It is important to establish a connection with a human being quickly, so introduce yourself to your facilitator. This person is your 'guide on the side' and will assist and encourage you as you work through the study unit. Your facilitator is the subject matter expert and is the best person to contact if you have any questions regarding the learning material and subject matter.

Role of the Training Team: The Training Team is responsible for the day-to-day operations of the college. Any questions or issues relating to technical, ITALC, Teams or administrative communications should be directed to the Training Team.

Role of the Facilitator: The facilitators are highly experienced practitioners in the industry. Their role is to be your 'guide on the side' as you progress through each unit. They will lead the VC sessions and provide guidance and comment in the Discussion Boards. You may message your facilitator at any time and receive a timely response from them regarding your queries.

Communication: Well-developed communication channels are very important in the online learning world. Your facilitators are a message away and phone calls can be arranged at a mutually agreeable time if requested.

The Training Team can be contacted during business hours on:

- E: training@ifcbaa.com
- P: 07 3256 0146

Business hours for the Training Team are Monday – Friday, 8.30 am – 5.00 pm Sydney time.

14. Study Exit Points

A student may exit from their enrolled course at any time with a Statement of Attainment for any units of competency completed successfully up to that point.

If the student completes all the units of competency in the qualification, then they will be awarded the Diploma Certificate.

15. Further study options for students

Completing a diploma with ITALC can give you a head start on a university degree. Many higher education institutions may offer study exemptions for your nationally accredited study completed with ITALC.



16. Student Membership

Students studying the Diploma of Customs Broking or the Diploma of International Freight Forwarding, with ITALC, will gain complimentary Student Membership with IFCBAA. As part of this membership students are able to register and attend our forums free of charge. For further information on an IFCBAA Student Membership, please refer to the IFCBAA Membership Page found on the website: www.ifcbaa.com