



# Student Handbook

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# Welcome to Interior Design Online

Interior Design Online are the specialists in online education. We're dedicated to delivering a personal learning experience that focuses solely on the processes and skills you need to practice as an Interior Designer or Decorator.

We aim to make your study an exciting journey of self-discovery; that's why our courses are delivered holistically, integrating essential course content with elements that inspire personal self-confidence and creative self-expression.

Congratulations on starting your journey with Interior Design Online and I wish you all great success with your study.

Amanda Grace  
Director

## OUR STAFF

Studio staff	
Amanda Grace	Director
Nicole Watts	General Manager
Kylie Hickman	Education Manager
Nicky Kelleher	Senior Educator
Wendy Beard	Instructional Designer and Educator
Kim Edwards	Educator, Diploma of Interior Design
Elise Cooper	Educator, Certificate III / Certificate IV
Jared Jamison	Educator, AutoCAD / SketchUp / Revit
Stef How	Course Advisor
Georgia Renouard	Student Registrar
Ash Bird	Student Support
Julie Hely	Finance Manager
Michelle Burke	Careers & Industry Manager

Educators	Area of specialisation
Debbie Cohen	Educator, Certificate IV & Styling
Mel Gear	Educator, Colour and Design
Sharon Gage	Educator, Colour and Design
Ali McShane	Educator, Diploma of Interior Design
Anna Breheny	Educator, Diploma of Interior Design
Dione Fague	Educator, Diploma of Interior Design
Hannah Hoeschle	Educator, Diploma of Interior Design
Jane Eskin	Educator, Diploma of Interior Design
Joanne Motee	Educator, Diploma of Interior Design
Sophie Hay	Educator, Diploma of Interior Design
Stephanie Ferguson	Educator, Diploma of Interior Design
Victoria Aleporos	Educator, Diploma of Interior Design
Elly Atkins	Educator, AutoCAD / SketchUp / Revit
Keren Tamir	Educator, AutoCAD / SketchUp / Revit

## OUR CONTACT DETAILS

Interior Design Online

Ground Floor, 65 Berry St, North Sydney, NSW 2060 Australia

+61 2 9460 8664

[info@interiordesignonline.edu.au](mailto:info@interiordesignonline.edu.au)

[www.interiordesignonline.edu.au](http://www.interiordesignonline.edu.au)

## OUR PHILOSOPHY

At Interior Design Online we are dedicated to providing students with a unique and personal learning experience that inspires creative expression and the confidence to launch into the business world of interior design and decoration.

## WE ARE COMMITTED TO:

- / Creating Designers who will become future leaders in their profession
- / Encouraging individuality, resourcefulness and creative thinking by acknowledging each student's personal journey
- / Shaping the 'now' for a positive future by encouraging Designers to plan with an environmentally conscious mindset
- / Developing positive relationships with the design industry and our partners so we can extend those connections to our students
- / Being inspirational and collaborative and acting as a role model for our students by being ethical and transparent with our intentions and business practices

## OUR CODE OF PRACTICE

Our aim is to assist students to reach their full potential, both on a personal and professional level. We are committed to:

- / providing the highest quality training
- / ensuring that all students reach their creative potential
- / valuing the differing contributions made by all students studying online
- / providing a challenging, flexible and respectful domain for students and staff
- / continuously improving our courses

## KEY DATES

- / We are closed on NSW Public Holidays and for two weeks over the Christmas & New Year period. Please contact us for closure dates or refer to dates posted on the eCampus.



## INTERIOR DESIGN ONLINE OPENING TIMES

Our office hours are 9am– 5pm Monday to Friday (Sydney local time).

Any enquiries received on the weekend will be responded to on the following Monday.

For general enquiries, email [admin@interiordesignonline.edu.au](mailto:admin@interiordesignonline.edu.au)

For enrolment enquiries, email [registrar@interiordesignonline.edu.au](mailto:registrar@interiordesignonline.edu.au)

For specific course content/assessment enquiries, email [educator@interiordesignonline.edu.au](mailto:educator@interiordesignonline.edu.au)

For career advice, email [careers@interiordesignonline.edu.au](mailto:careers@interiordesignonline.edu.au) (career support available to students studying a Certificate IV or Diploma)

## STUDENT HANDBOOK

This Student Handbook has been prepared to provide you with information about Interior Design Online policies and procedures.

## ENROLMENT

After you have submitted an enrolment application and made the deposit/course payment, your application will be reviewed and upon acceptance, you will receive an email within 3 working days issuing an Enrolment Confirmation Letter. This email will contain your unique login details to the eCampus for you to access the course. Please note your enrolment timeframe commences when this letter is issued. Please ensure emails from Interior Design Online are not landing in your junk mail.

You can use this letter to show your student status when purchasing software or attending industry events to receive a discount if applicable.

Note: You are not entitled to transfer your enrolment to any other person. Interior Design Online is a partner of Sydney Design School. Under particular circumstances, and with our Refund Policy still applicable, your enrolment can be transferred to a different study mode or course.

## STUDENT RESPONSIBILITIES AND OBLIGATIONS

As a student of Interior Design Online you agree to:

- / accept that your participation in the course(s) is your sole risk and responsibility
- / pay all agreed fees
- / inform us of any change of residential address, email address, contact numbers or any other information relevant to your enrolment
- / comply with your obligations specified in the Student Handbook
- / ensure you have all necessary materials and equipment to enable you to complete your assessment activities

## DESIGN KIT AND ART SUPPLIES

If you are enrolled in a Certificate IV or Diploma course, you will receive a 'Design Kit' posted to you as part of your enrolment process. The cost of this kit is included in the cost of your first unit. All students may be required to purchase incidental art supplies or print documents as required.

# Our Courses

## ACCREDITATION & VOCATIONAL EDUCATION

Interior Design Online's courses are accredited, Vocational Education and Training (VET) programs. Interior Design Online is a partner of Design Schools Australia who is accredited by the Australian Skills Quality Authority (ASQA).

VET programs have the following characteristics that distinguish them from any other programs:

- / designed to meet industry training needs
- / supported by industry in curriculum design and program delivery
- / derived from national training packages or designed to address industry needs (accredited programs)
- / designed to provide clearly defined pathways to further education, training and employment

## ASQA AND THE VOCATIONAL EDUCATION AND TRAINING REGULATOR ACT 2011

ASQA is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

The VET Quality Framework (VQF) is a unified system of national qualifications in schools, vocational education and training (TAFEs and private providers) and the higher education sector (mainly universities). This national system of educational recognition promotes lifelong learning and a seamless and diverse education and training system.



The qualifications and statements of attainment offered by Interior Design Online are nationally recognised.

We offer the following qualifications:

- / Certificate IV in Interior Decoration MSF40122
- / Diploma of Interior Design MSF50222
- / Certificate IV in Design (Styling and Creative Direction) CUA40720

We offer the following accredited short courses:

- / AutoCAD, SketchUp and Revit
- / AutoCAD and Interior Construction
- / SketchUp for Interiors
- / Revit for Interiors
- / Colour for Interiors
- / Advanced Colours and Finishes
- / Interior and Property Styling
- / Wedding Styling

We offer the following non-accredited short courses:

- / Photoshop for Interiors
- / InDesign for Interiors



## ECAMPUS

The Interior Design Online eCampus is where you access the course materials, assessment tasks, and student forms. Courses and units of study on the eCampus are regularly updated. It is your responsibility to save copies of your assessment submissions and Educator feedback for your own records and future reference. After successfully graduating from your course, you will be granted access to the eCampus for a further 6 months.

## ENROLMENT INTO SUBSEQUENT UNITS OF STUDY

(applicable to Certificate IV and Diploma enrolments)

When you have successfully completed the first unit of study, you are required to enrol into the next unit via the eCampus and make payment for the unit (unless you have paid for the course in full). For most units, you will be presented with a choice of paying the full unit cost or paying the deposit. If you choose to pay the deposit, the balance will be collected through our third-party provider, Ezidebit, in 1-3 instalments depending on the unit. You will receive an instalment schedule as part of your unit enrolment confirmation. This payment option is only available to domestic students, or international students with an Australian bank account. For other international students you can make payment direct to the IDO bank account. For the full instalment breakdown, please see our website.

Units of study must be completed in succession and in order eg. IDO01 then IDO02 then IDO03. Upon completion of your course, you will receive a Certificate and Record of Results.

## COURSE INTRODUCTION

Your course resources on the eCampus will begin with a course introduction. The introduction provides students with:

- / information about Interior Design Online
- / how to prepare for undertaking your studies
- / how your studies are structured including how to work through a unit and topic
- / information about your Design Kit (IDO01 or IDOSTY01)
- / how your work will be assessed
- / grievance procedures
- / access to learning support services

At the end of the course introduction you are required to complete the Student Agreement to confirm that you understand the Terms and Conditions of the course and have checked your Design Kit to make sure it is complete.

## WHAT DO YOU NEED TO STUDY ONLINE?

Online study requires commitment and discipline. We recommend that you allocate specific times during your week to study. We assist you with this by providing a Study Guide for each unit and short course to help keep you on track and plan your time effectively.

Over the course of your studies you will be learning and utilising a variety of software programs that are in common use in the design industry. We will provide you with information regarding their download at the relevant stages in your course.

Below we have outlined the equipment and programs that will be required. We have also provided some useful links to obtain information about minimum computer system requirements as well as websites where you can download the software safely.

## EQUIPMENT REQUIREMENTS

In order to study online you will require access to a computer (PC or Mac) or laptop (PC or Mac). You will also need sufficient computer skills to be able to navigate the internet, use Microsoft Word, upload assessments and pictures.

You will need the following:

- / An email address
- / An in-built camera or a separate webcam
- / Access to the internet – preferably broadband
- / Relevant computer software
- / Access to an A3 scanner/ printer (min 1000+ DPI)
- / A digital camera or phone

**What system features do you require?**

Many of the programs utilised by designers require the below:

Processor: 2–3 GHz

Memory: 8–16 GB RAM

Hard disk: Hard disk: 256GB SSD (minimum) or 1TB SSD

High end graphics card (GPU)

### Multifunction printer

Interior Design Online recommends students purchase a multifunction printer that has an integrated flat bed scanner, ideally at A3 size.

Alternatively, you could access this service at location such as:

- / a local library – with A3 multifunction printer/scanner/copiers; or
- / a printing/copying shop with A3 printing/scanning/copying facilities; or
- / a post office – with A3 multifunction printer/scanner/copiers; or
- / a newsagent – with A3 multifunction printer/scanner/copiers

## SOFTWARE REQUIREMENTS

### Websites

During your studies with Interior Design Online you will utilise and learn how to use a wide range of different programs that are used extensively in the design industry.

### Internet browsers

Students studying online will be required to install an internet browser prior to commencement of the course.

[Google Chrome](#)

### Microsoft Office

[Office – for PC and MAC](#)

### PDF creation software:

All assessments will be required to be submitted in PDF format, this means that you will need to install or use software that can do the tasks below:

- / Create PDF format files out of other program files,
- / Combine/merge multiple PDF files into one file.

Note: Numerous PDF creation software packages are available on the internet for download or use.

Interior Design Online recommends Adobe Acrobat Pro

/ [Adobe Acrobat Pro](#)

/ Monthly subscription to the [Adobe Creative Cloud – Students and Teachers Complete Package](#)

Note: This allows you to download a whole series of programs such as Adobe XI Pro, Photoshop, Indesign & Illustrator. You will require some of these programs in Diploma units.

There are a number of free PDF creation programs also available for download, such as:

/ Free PDF creation software – for PC: [PDF Creator](#)

/ Free PDF creation software – for Mac: [Combine PDFs](#)

Note: Interior Design Online staff are not trained to facilitate questions, problems or issues with the recommended software of this course. If you are experiencing problems please contact the software provider or a specialist.

## SAMPLE LIBRARY

We recommend that you start to build a library of samples when you commence your course. For example, commercial paint chips, carpet, flooring and wallpaper samples. Make sure that if you collect a sample that you document the reference number and supplier details for future reference.

## MAGAZINES

We recommend that you subscribe to an interior design or decoration magazine, for example:

/ Belle

/ Inside Out

/ Vogue Living

## LOCAL LIBRARY

We encourage you to join a library in your local area so that you can access interior and architectural books and magazines.

## EDUCATORS

A dedicated Educator works with each study group. If you have any questions while you are studying we recommend that you email your Educator. You will receive a reply by the next business day. We can also provide support through Zoom video meetings.

Our Educators are interior design and decoration professionals who have extensive experience in the world of interior design along with the relevant qualifications in design education.

Educator email: [educator@interiordesignonline.edu.au](mailto:educator@interiordesignonline.edu.au)



# Our services and Student Support

## SPECIAL NEEDS AND STUDY SKILLS

If you have any additional needs, such as a learning condition or medical condition which impacts your ability to study, please advise us in your enrolment form. We will offer additional Educator and enrolment support based on the information you provide us and upon request.

Study skills factsheets are available to download from the IDO Student Hub and are recommended especially to students who have not studied or completed assessment tasks for a number of years. Each unit of study and short course contain study guides to assist students in planning their time.

## STUDENT SERVICES AND LEARNING SUPPORT

If you require language, literacy and numeracy support please contact us prior to enrolment to discuss your needs.

If you are studying in Australia and require external advice and support for English language, literacy and numeracy, TAFE has courses available at most campuses. For more information contact the Adult Basic Education (ABE) unit or the English for Speakers of Other Languages (ESOL) unit TAFE.

/ North Sydney TAFE 131 674

/ Reading and Writing Hotline 1300 655 506

/ Centrelink Career Information Sydney (only applicable for domestic students)

[www.centrelink.com.au](http://www.centrelink.com.au)



## CONCERNS

If you have any issues with any part of our course, finances or personal matters that are affecting your study please contact your Educator at [educator@interiordesignonline.edu.au](mailto:educator@interiordesignonline.edu.au) and our team will address your concern.

## CHANGE OF CONTACT DETAILS

Please notify us immediately of any changes to your contact details by emailing [registrar@interiordesignonline.edu.au](mailto:registrar@interiordesignonline.edu.au)

## COURSE EVALUATION

Feedback from learners is used routinely in education systems and organisations to obtain information on the quality of education and training. Broadly, depending on the collection approach, such information can be used by RTOs to:

- / support continuous improvement activities
- / provide alternative measures of education and training outcomes
- / attract, engage and retain learners
- / indicate whether learners are engaging in good learning practices
- / manage relationships with clients and stakeholders

To enable us to continually improve the course content and delivery, we request that you complete an evaluation via the eCampus at the end of each unit or course.

## UNIT STUDY GUIDES

You will receive a unit study guide for each unit of study. Your study guide will provide you with a checklist of activities and assessments for your unit and will also give you a recommended time to spend on each session. Please note this is only a recommendation and some students may work at a faster or slower pace to what is stated.



# Assessment

We use a range of assessment techniques to assess your competency. Assessment techniques include eQuizzes, practical and research projects, formal and informal assessment and activities which will prepare you for the workplace.

You are provided with details for each assessment activity with assessment criteria against which the assessment will be marked as well as presentation requirements. Once assessment activities have been marked, you will receive digital feedback via the eCampus.

All assessment tasks and activities in each unit must be completed with a competent grading to be considered eligible for course completion.

You are required to upload your assessments to the eCampus. Instructions on how to do this are available on the IDO Student Hub on the eCampus.

## ZOOM CRITIQUES

Students studying in a career course will be required to present particular projects to an Educator over Zoom. This is designed to improve students' presentation skills and ensure they are industry-ready.

## RESUBMISSION OF ASSESSMENTS

If you are deemed 'not yet competent' you will be allowed to resubmit your assessment task ONCE at no further cost and, if required, a second time for a fee. You will be given a resubmission due date of two weeks after your result was released. Failure to achieve competency in a resubmitted assessment will result in students needing to re-enrol. Refer to our Assessment Resubmission Policy.

## ASSESSMENT APPEAL POLICY AND PROCEDURE

You may request a 'not yet competent' assessment result to be reviewed within five working days of receipt of the result. Requests for review must be made by submitting the Assessment Appeal Application on the IDO Student Hub on the eCampus.

You will be sent a written statement listing the outcome of appeal and reasons for decision. The appeal and the outcome of the appeal will be recorded in writing and kept on file. Refer to our Assessment Appeal Policy for more information.

## PLAGIARISM

### What is plagiarism?

'Plagiarism is the "wrongful appropriation" and "purloining and publication" of another author's "language, thoughts, ideas, or expressions," and the representation of them as one's own original work.' (Plagiarism, 2013)

Note: This also applies to the use of images and diagrams.

In Australia the rights of original authors, such as Writers, Photographers and Designers, are protected by laws such as the Federal Copyright Act 1968 and its subsequent amendments.

### Examples of plagiarism

- / Handing in someone else's work as if it were your own.
- / Copying someone else's words, ideas or images without giving them credit as the creators.
- / Copying so many words or ideas from a source that it makes up the majority of your submitted work. It doesn't matter how much you reword in your own style, it still needs to be referenced!

### How do I protect myself from plagiarism?

At Interior Design Online, just as with every other vocational and higher education institution, we require all students to accurately cite all their sources of information.

In written reports we require you to reference these sources of information using what is called the 'Harvard System'.

The Harvard System is a simple way of placing shortened in-text references within the body of a report and then writing a full reference for this shortened reference in a Reference List at the end of your written report.

You can find factsheets on how to avoid plagiarism and the use of Harvard Referencing in Student Support on the eCampus.

### Why do your Educators need to see references?

By accurately referencing all your sources of information you ensure that your Educators can see

- / where you obtained your information (or images) from and that your sources of information are reliable;
- / that you are aware of your legal responsibility to acknowledge the copyright and intellectual property of the original authors;
- / that you are looking widely enough in your research to adequately understand the subject.

Note: Sydney Design School suggests that a minimum of three to five references (sources of information) should be referred to in order to adequately investigate a subject in a written report.

### What is an in-text reference?

An in-text reference is a shortened citation of a specific source for your information placed in brackets directly after you have either:

- / quoted – copied a sentence or series of sentences word for word from a publication or the internet placed between quotation marks; or
- / paraphrased – rewritten in your own words information directly sourced from a publication or the internet.

An example of a quote:

In 2009 the Sydney based Interior Designer, Ruth Levine, designed the interiors for a penthouse apartment in Brisbane. The Norman Reach Penthouse "features seamless connections between the living spaces, with an aesthetic inspired by the simple elegance of 1950s design." (Norman Reach Penthouse, 2013)

An example of paraphrasing:

The Norman Reach Penthouse, designed by Ruth Levine in 2009, has an aesthetic inspired by the 1950s. The smooth integration of living areas is a key feature of the design. (Norman Reach Penthouse, 2013)



### What is a reference list?

This is an alphabetical list of all the sources of information you referred in your report.

An example of a reference list:

#### REFERENCE LIST

##### Publications

Francis D. K. Ching, 2004. Interior Design Illustrated 2nd Edition. 2 Edition. Wiley.

David Littlefield, 2008. Metric Handbook: Planning and Design Data, Third Edition. 3 Edition. Routledge.

##### Internet

Norman Reach Penthouse | Australian Design Review. 2013. Norman Reach Penthouse | Australian Design Review. [ONLINE] Available at: <http://www.australiandesignreview.com/designwall/282-norman-reach-penthouse>. [Accessed 14 November 2013].

People: Tina Engelen | CO-AP | Architects | Sydney | Australia. 2013. People | CO-AP | Architects | Sydney | Australia. [ONLINE] Available at: <http://www.co-ap.com/people/>. [Accessed 14 November 2013].

Plagiarism – Wikipedia, the free encyclopedia. 2013. Plagiarism – Wikipedia, the free encyclopedia. [ONLINE] Available at: <http://en.wikipedia.org/wiki/Plagiarism>. [Accessed 14 November 2013].

##### Images

Richard Glover, 2013. Bronte House, Sydney – Architect: Virginia Kerridge |Interiors. [DIGITAL IMAGE – ONLINE]

Available at: <http://www.richardglover.com/interiors>. [Accessed 14 November 2013].

### What happens if I am caught plagiarising?

If a student is deemed as having intentionally or unintentionally plagiarised an assessment submission, they will receive an automatic Not Yet Competent grade for that assessment. The student will then need to resubmit their work according to our Resubmission Policy. If a student is deemed to have plagiarised twice, their enrolment will be cancelled.

## RECOGNITION OF PRIOR LEARNING AND RECOGNITION OF CURRENT COMPETENCY

Recognition of Prior Learning (RPL) and Recognition of Current Competency (RCC) acknowledges skills and knowledge obtained through:

- / formal training, conducted by industry or educational institutions either in Australia or overseas
- / work experience; and
- / life experience

If you wish to apply for RPL you are required to complete an application form and gather a portfolio of evidence against the unit learning outcome and assessment criteria.

Please contact us for more information prior to enrolment.

## CREDIT TRANSFER

Interior Design Online recognises qualifications or Statements of Attainment issued by other Registered Training Organisations. If you wish to apply for Credit Transfer, please contact us for more information prior to enrolment.

## ISSUANCE OF QUALIFICATIONS

Interior Design Online issues qualifications and Statements of Attainment to students who meet the required outcomes of a qualification or unit of competency, in accordance with all appropriate national guidelines.

# IDO Connect

Our industry-led approach to training ensures our graduates stand above their peers when it comes to gaining employment in the interior design and decoration industry. Our graduates get jobs because they are highly skilled, work ready and have an impressive body of work when they step out into the workforce.

IDO Connect is an individual careers coaching service offered to students studying a career course to provide advice on career choices and opportunities for employment.

Services include:

- / advice on career mapping and employment opportunities
- / resume preparation and portfolio advice
- / coaching on career choices and role selection
- / exclusive access to our online job board, GRADSPACE

Contact our Careers and Industry Manager by emailing [careers@interiordesignonline.edu.au](mailto:careers@interiordesignonline.edu.au) or visit the IDO Connect section on the eCampus.

Please note: Support from our Careers and Industry Manager, and access to IDO Connect, is only available to students studying a career course.

# Our Policies

Please read these policies in conjunction with the full policies available on our website.

## OUR COMMITMENT TO YOU

We must provide:

- / the course(s) undertaken by you in a professional and timely manner
- / training and support to help you achieve success in your course(s)
- / assessment and evaluation of your proficiency in your course(s)
- / a training environment which takes into consideration learner needs

## ACCESS AND EQUITY

Interior Design Online is committed to integrating access and equity principles within all services provided to students. We recognise the rights of students and provide information, advice and support that is consistent with our core business values and code of practice.

As a student, you have rights and responsibilities.

Under the Anti-Discrimination Act 1977, it is against the law to discriminate against people on the grounds of:

- / sex (including sexual harassment or pregnancy)
- / age
- / disability (includes past, present or possible future disability)
- / race, colour, ethnic or ethno-religious background, descent or nationality
- / marital status
- / sexual orientation
- / gender identification

If you feel that you have been discriminated against please contact the General Manager to complete an Incident Form. The incident will be investigated immediately and dealt with in the strictest of confidence.

## COMPLAINTS/GRIEVANCE POLICY AND PROCEDURE

General principles applying to all stages of the grievance procedure that will be adhered to by Interior Design Online, are:

- / the Complainant and Respondent will have the opportunity to present their case at each stage of the procedure
- / the Complainant and the Respondent have the option of being accompanied/assisted by a third person (such as a family member, friend or counsellor) if they so desire
- / the Complainant and the Respondent will not be discriminated against or victimised
- / at all stages of the process, discussions relating to complaints, grievances and appeals will be recorded in writing. Reasons and a full explanation for decisions and actions taken as part of this procedure will be provided in writing to the Complainant and/or the Respondent if requested.
- / records of all grievances will be kept for a period of five years. These records will be kept strictly confidential and stored under the control of the General Manager.
- / a Complainant shall have access to this grievance procedure at no cost

### Stage One

Formal grievances should be submitted by completing the online "Complaint and Assessment Appeal Form" located on the IDO Student Hub on the eCampus. This form is automatically sent to the Student Registrar who will confirm receipt of and process the complaint or grievance.

The General Manager will then assess the grievance, determine the outcome and advise the Complainant in writing of their decision within five business days.

The Complainant will be advised of their right to access Stage Two of this procedure if they are not satisfied with the outcome of Stage One.

### Stage Two

If the Complainant is not satisfied with the outcome of Stage One they may lodge an appeal in writing with the Director of Interior Design Online.

The Complainant's appeal will be determined by an independent and impartial officer of Interior Design Online.

The Reviewer will conduct all necessary consultations with the Complainant and other relevant persons and make a determination of the appeal. The Complainant will be advised in writing of the outcome of their appeal, including the reasons for the decision, within five business days.

The Complainant will be advised of their right to progress to Stage Three of the grievance procedure if they consider the matter unresolved.

### Stage Three

If the Complainant is not satisfied with the outcome of Stage Two they may request that the matter be referred to an external dispute resolution process by a body appointed for this purpose by Interior Design Online.

The details for the external body and contact person are:

Leadr (The National Association of Dispute Resolvers)

Address: Level 1, 13–15 Bridge Street, Sydney NSW 2000

Phone: (02) 9251 3366

Freecall: 1800 651 650

Email: [leadr@leadr.com.au](mailto:leadr@leadr.com.au)

Website: [www.leadr.com.au](http://www.leadr.com.au)

Interior Design Online will give due consideration to any recommendations arising from the external review within ten business days.

## TIME TO COMPLETE POLICY

You must successfully complete your accredited course within the following time from the date of your first enrolment.

- / Maximum 6 months per unit of study
- / Certificate IV in Interior Decoration: 2 years for the full qualification
- / Certificate IV in Design (Styling and Creative Direction): 2 years for the full qualification
- / Diploma of Interior Design: 4 years for the full qualification

Completion of each unit of study is achieved by satisfactorily completing all assessment tasks within each unit timeframe.

Where students are able to demonstrate extenuating circumstances, students may apply for one three-month extension in a unit of study or accredited short course by submitting an Extension Application Form on the IDO Student Hub on the eCampus.

## DEFERMENT POLICY

Students may apply to defer their studies once during their enrolment by submitting a Deferment Application Form on the IDO Student Hub on the eCampus.

## COURSE NON-COMPLETION POLICY

Students who do not complete a full qualification will receive a Statement of Attainment listing the completed competencies at the time of advice of withdrawal or non completion.

## TERMINATION OF AGREEMENT WITH INTERIOR DESIGN ONLINE

You may terminate your enrolment with Interior Design Online by submitting a Notification of Withdrawal Form on the IDO Student Hub on the eCampus. Please see our Refund Policy for details on applicable refunds.

## RECORD KEEPING

Interior Design Online keeps complete and accurate records of the admission, progress and graduation of our students, including financial records that reflect payments.

In accordance with the Privacy Amendment Act 2000, all student records are kept in confidential files. You are able to view your file upon making a written request to Interior Design Online.

## STUDENT PRIVACY POLICY

Personal information collected as a result of your enrolment will be used by us for general student administration and vocational education and training administration and regulation, as well as planning, reporting, communication, research, evaluation, financial administration (including debt recovery), auditing and marketing. Only our authorised officers and other authorised persons (e.g. service providers) have access to this information.

Your personal information may be disclosed to Australian and State Government Authorities and Agencies to comply with legislation. If you are a school based student your personal information, attendance details, progress and results may be disclosed to your school and the relevant government authority. If you are under the age of 18 years your personal information, attendance details, progress and results may be disclosed to your parents/guardian.

No further access to your personal information will be provided without your written consent unless authorised or required by law.

You acknowledge and give consent unconditionally for your images (or video) to be used for information and promotional purposes in various media including but not limited to the Interior Design Online website, newspaper, magazine, television and brochures used or created by us.

For our full Privacy Policy please visit our website.

## QUALITY ASSURANCE

Interior Design Online has adopted and maintains a quality assurance system for managing and monitoring all education and training operations and for reviewing student and staff satisfaction.

## REFUND POLICY

### Career Courses

Certificate IV in Design (Styling and Creative Direction)  
Certificate IV in Interior Decoration  
Diploma of Interior Design

Our refund policy is:

- / A full refund of the unit fee paid less an administration fee of \$275.00 (inclusive of GST) will be issued if you have not activated your enrolment login into the eCampus
- / Once you have activated your enrolment login for the enrolled unit no refund is applicable
- / Once the Design Kit has been dispatched no refund of the Design Kit is applicable (\$595.00 is included in the cost of the first unit, IDO01, or \$310 in IDOSTY01).
- / If you cancel or withdraw after receiving a discount for upfront payment on the Certificate IV, you will forfeit the discount price and the full cost of the enrolled units will apply. The remaining units will be refunded. The amount refunded will be subject to the current unit enrolled at the time of withdrawal/ cancellation.
- / If you cancel or withdraw from a unit of study while on an instalment plan and you have activated your enrolment login into the eCampus, your Ezidebit direct payments will continue until the unit has been paid for in full.

### Accredited Short Courses

AutoCAD, SketchUp and Revit  
AutoCAD and Interior Construction  
SketchUp for Interiors  
Revit for Interiors  
Colour for Interiors  
Advanced Colours and Finishes  
Interior and Property Styling  
Wedding Styling

Our refund policy is:

- / A full refund of the short course fee paid less an administration fee of \$275.00 (inclusive of GST) will be issued if you have not activated your enrolment login into the eCampus
- / Once you have activated your enrolment login for the enrolled short course no refund is applicable
- / If you cancel or withdraw from a short course while on an instalment plan and you have activated your enrolment login into the eCampus, your Ezidebit direct payments will continue until the short course has been paid for in full.

### Non Accredited Short Courses

InDesign for Interiors  
Photoshop for Interiors

*Our refund policy is:*

- / The short course payment will not be refunded once the Enrolment Confirmation Letter has been issued.

### Fee transfers

Fees are not transferable to another student. Fees are transferable to another course only if you are eligible for a refund upon withdrawal from the original course.

### Unsuccessful application

- / If your enrolment application is unsuccessful, we will refund your unit/course fee in full