

# Candidate Support



*Policy P8*

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## Purpose

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The Institute of Internal Auditors-Australia (IIA-Australia) is committed to providing all candidates equally with an appropriate range of student services, such as counselling, academic, IT support, and student learning assistance.

## Scope

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This policy applies to all candidates, academic and non-academic staff of the IIA-Australia and volunteers.

## Policy statement

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The policy sets out the support provided by the IIA-Australia for candidates in the following areas:

- learning support
- counselling support
- administration support.

## Learning support

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The IIA-Australia understands the importance of providing support to candidates to assist in achieving their goals. Academic help is available to assist candidates with issues encountered during their studies in the following areas:

- academic skills support
- study skills resources
- accessing resource support
- candidate support and engagement
- academic support.

## Academic skills support

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If candidates haven't studied for a while, or are not sure what is expected of them, there are many excellent resources available, for example:

## Study skills resources

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IIA-Australia publishes and provides candidates with a comprehensive course manual, supplementary reading and learning resources to assist candidates with the academic requirements of their study. These are available on the Learning Management System (Moodle).

## Accessing resource support

It is the policy of IIA-Australia to provide candidates with appropriate access to a range of high quality library and information resources for this purpose, including:

- IIA-Australia Technical Resource Centre
- IIA-Global Guidance and Resources
- IIA-Global Research Foundation
- Internal Auditor Journal
- Protiviti KnowledgeLeader
- ProQuest ABI Inform Global information database

## Academic support

If candidates need additional information or support regarding a course matter, they should contact the IIA-Australia Registrar for an appointment with the relevant academic staff (contact details below).

## Counselling support

Combining study with everyday work and family commitments can sometimes be challenging. If candidates are experiencing difficulties, they should contact the Education Manager (contact details below).

Where necessary, the Education Manager will arrange an external counselling session.

## Administration support

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Candidates can manage much of their information through the IIA-Australia Learning Management System (Moodle) [elearn.iaa.org.au](http://elearn.iaa.org.au)

Candidates will have access to:

- timetable (schedule)
- view your module readings
- view your module learning pack and assessments
- submit your assessments
- resource lists.

Candidates should contact the IIA-Australia Registrar for other administration matters (contact details below).

The Registrar also issues documents including Statements of Results, Academic Transcripts and confirmation of enrolment letters.

## Responsibility

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The Education Manager is responsible for:

- implementation of this policy
- collation and reporting of relevant data for candidate services, support and consultation
- making recommendations for improvements to candidate services.

## Key contact details

### *Registrar*

The Institute of Internal Auditors-Australia  
PO Box A2311  
Sydney South NSW 1235

Telephone: + 61 2 9267 9155  
Facsimile: + 61 2 9264 9240  
E-mail: [education@iia.org.au](mailto:education@iia.org.au)  
Website: [www.iia.org.au](http://www.iia.org.au)

### *Education Manager*

The Institute of Internal Auditors-Australia  
PO Box A2311  
Sydney South NSW 1235

Telephone: + 61 2 9267 9155  
Facsimile: + 61 2 9264 9240  
E-mail: [education@iia.org.au](mailto:education@iia.org.au)  
Website: [www.iia.org.au](http://www.iia.org.au)

### *Library Resources*

Refer Policy P10: Development and Review of Learning and Information Resources

## Legislative context

- ❖ Higher Education Standards Framework (Threshold Standards) 2015

## Associated documents

- ❖ Policy P4: Candidate Grievance
- ❖ Policy P10: Development and Review of Learning and Information Resources
- ❖ Policy P14: Code of Academic Conduct
- ❖ Graduate Certificate in Internal Auditing Course Handbook

## Version

Version No	Date	Document Location	Name of Person	Comments
V1	May 2011		EC	Policy created

Policy P8: Candidate Support

V2	29 Nov 2016		EC	Editing and formatting
V2.1	12 December 2016		AS	Minor editing
V3	January 2017		EC	Updating for HES Framework 2015
V4	December 2018		AS	Update email address

**The Institute of Internal Auditors-Australia**

PO Box A2311  
Sydney South NSW 1235

Telephone: + 61 2 9267 9155  
Facsimile: + 61 2 9264 9240 E-  
mail:

[registrar@iia.org.au](mailto:registrar@iia.org.au)

[u Website: www.iia.org.au](http://www.iia.org.au)

Level 7  
133 Castlereagh Street  
Sydney NSW 2000 Australia

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ABN 80 001 797 557