

# Candidate Support and Wellbeing



*Policy P8*

## Table of Contents

Purpose .....	4
Scope .....	4
Policy statement .....	4
Learning support.....	4
Academic skills support.....	4
Study skills resources .....	5
Accessing resource support.....	5
Academic support .....	5
Administration support .....	5
Counselling support .....	6
Sexual Assault and Sexual Harassment support.....	6
Mental Health support.....	7
Bullying support.....	7
Relevant legislation .....	8
Responsibility .....	9
Key contact details.....	9
Legislative context.....	9
Associated documents .....	10
Version.....	10

## Purpose

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

## Scope

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This policy applies to all candidates of the IIA-Australia.

## Policy statement

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

- learning support
- counselling support
- administration support
- sexual assault and sexual harassment support
- mental health support
- bullying support

IIA-Australia supports a culture of trust and confidentiality. Openness is encouraged and if a candidate or staff member needs support they should contact the Registrar or access one of the support groups listed below.

## 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 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

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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:

- International Professional Practices Framework (IPPF)
- IIA-Australia Technical Resource Centre
- IIA-Global Guidance and Resources
- IIA-Global Research Foundation
- Internal Auditor Journal
- Protiviti KnowledgeLeader

## Academic support

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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).

## 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.

## Counselling support

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

Where necessary, the Registrar will arrange an external counselling session.

## Sexual Assault and Sexual Harassment support

IIA-Australia supports an environment that is free from any form of sexual discrimination including sexual assault and sexual harassment. Support is available to any candidate who feels they have been subjected to such discrimination or been subjected to gender-based violence. This support also extends to staff who feel discriminated against.

### **What is sexual harassment?**

The legal definition of sexual harassment as documented by the Human Rights Commission is:

*Sexual harassment is an unwelcome sexual advance, unwelcome request for sexual favours or other unwelcome conduct of a sexual nature which makes a person feel offended, humiliated and/or intimidated, where a reasonable person would anticipate that reaction in the circumstances.*

The [Sex Discrimination Act 1984](#) (Cth) defines the nature and circumstances in which sexual harassment is unlawful. It is also unlawful for a person to be victimised for making, or proposing to make a complaint of sexual harassment to the Human Rights and Equal Opportunity Commission.

Examples of sexually harassing behaviour includes:

- unwelcome touching;
- staring or leering;
- suggestive comments or jokes;
- sexually explicit pictures or posters;
- unwanted invitations to go out on dates;
- requests for sex;
- intrusive questions about a person's private life or body;
- unnecessary familiarity, such as deliberately brushing up against a person;
- insults or taunts based on sex;
- sexually explicit physical contact; and
- sexually explicit emails or SMS text messages.

### **What is sex discrimination?**

The *Sex Discrimination Act 1984* makes it unlawful to discriminate on the grounds of:

- Sexual orientation
- Gender Identity
- Intersex status
- Marital or relationship status
- Pregnancy or potential pregnancy
- Breastfeeding

## Policy P8: Candidate Support and Wellbeing

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- Family responsibilities
- Relevant legislation includes

The Act also refers to indirect discrimination: reasonableness test.

### Process for seeking support

You may contact the Registrar if you feel you are the victim of Sexual Assault or Sexual Discrimination. Alternatively, if you require external support regarding sexual assault, sexual harassment or domestic violence. The National Sexual Assault, Domestic Family Violence Counselling Service is available by contacting:

**1800RESPECT – 1800 737 732**

[www.1800respect.org.au](http://www.1800respect.org.au)

This organisation provides confidential information, counselling and support service.

Complaints can also be made to the [Human Rights Commission](#)

## Mental Health support

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IIA-Australia aims to create and help maintain a culture of openness, honesty and support in relation to mental health and physical wellness and one which prevents discrimination. Openness is encouraged whilst ensuring privacy is protected.

Our aim is also to remove stigma around depression, anxiety, stress or any other condition that could affect performance.

If you feel your mental wellbeing may impact your study or require support you may contact the Registrar (details below) or alternatively one of the below support services.

- [Headspace](#)
- [Beyond blue](#)
- [The Department of Health Mental Health Policy](#)
- [Reachout](#)
- [Black Dog Institute](#)
- [MindSpot](#)
- [InnoWell](#)
- [RUOK](#)

## Bullying support

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The national definition of bullying is:

*“Bullying is an ongoing and deliberate misuse of power in relationships through repeated verbal, physical and/or social behaviour that intends to cause physical, social and/or psychological harm. It*

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## Policy P8: Candidate Support and Wellbeing

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*can involve an individual or a group misusing their power, or perceived power, over one or more persons who feel unable to stop it from happening". ([www.bullyingnoway.gov.au](http://www.bullyingnoway.gov.au)).*

If you feel you have been bullied in anyway, please contact the Registrar.

## Relevant legislation

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Below is a list of legislation relevant to this policy.

- [Sex Discrimination Act 1984](#)
- [Age Discrimination Act 2004](#)
- [Disability Discrimination Act 1992](#)
- [Racial Discrimination Act 1975](#)
- [Australian Human Rights Commission Act 1986](#)

## Responsibility

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The Education Manager/Registrar 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
- providing support where required

Candidates are responsible for:

- Abiding by the Code of Conduct
- Reporting any matters of concern to the IIA-Australia Registrar

## Key contact details

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### *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)  
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### *Education Manager*

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### *Library Resources*

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

## Legislative context

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- ❖ 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

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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	March 2019		AS	SASH information
V4	March 2019		AS	Updated email address
V5	February 2020		EC	Update support services

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