



**Belgravia Academy**  
Training & Education

# STUDENT HANDBOOK

Belgravia PRO Pty Ltd

RTO ID - 45497

Trading as: **Belgravia Academy (B.A.)**

20 Longstaff Road,  
Bayswater VIC 3153

Email: [info@belgraviaacademy.com.au](mailto:info@belgraviaacademy.com.au)



# Belgravia Academy

## Training & Education

### “Welcome to Belgravia Academy”

Thank you for choosing Belgravia Academy (B.A.) as your preferred training provider. Our trainers and administration staff aim to provide you with high quality training and support services, with training that meets industry and community expectations and compliance standards. Your satisfaction with our services and your competence at the end of your training are our top priorities. Each course is delivered by a trainer who has current qualifications, practical skills and years of industry-based experience and knowledge.

This handbook has been prepared as a resource to assist students to understand their obligations and, those of B.A. 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.

At B.A., our priority is the education and well-being of our students. We provide courses that are flexible to meet your needs, cost competitive, and value for money.

A qualification from B.A. is well regarded locally and Australia wide. One of the keys to our organisation is continuous improvement. As a student of B.A., we invite your feedback. Feedback is sought formally in each course and students are welcome to provide informal feedback at any time during the course enrolment. Your feedback provides us with valuable information to monitor and develop our business practices.

We welcome you to B.A. and encourage you to take full advantage of our quality training courses that are available.

This handbook is the current version. Changes to legislation and/or B.A. procedures may impact on the currency of information provided in the handbook. B.A. reserves the right to alter any information in this handbook without notice to students. As a student you need to keep in touch with your trainer for any alterations or updates or by reviewing the latest version on our website.

Good luck in your training with B.A. – in whatever course you have chosen !

### **Belgravia Academy administration and training team**

Belgravia Academy, RTO ID 45497

Head office: 20 Longstaff Road, Bayswater, Victoria, 3153

Email: [admin@belgraviaacademy.com.au](mailto:admin@belgraviaacademy.com.au)

Hours of operation are: 9am to 5pm Monday to Friday.

Training times may vary dependent on the needs of the students.

Weekend training may be provided on request.



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### 1.0 About Us

As a Registered Training Organisation (RTO) we deliver nationally recognised qualifications. In Australia, only Registered Training Organisations can issue nationally recognised qualification and your qualification certificate or statement of attainment will be issued by us.

Our RTO provider ID is 45497.

Our policies and management practices ensure B.A. complies with the National Vocational Education and Training Regulator Act 2011 and the Standards for Registered Training Organisation 2015. We are responsible for the quality of the training and assessment provided to you and for compliance with this Act and these Standards.

### 2.0 Our Obligations

B.A. operates within the VET Quality Framework and the Standards for Registered Training Organisations 2015. As a Registered Training Organisation, B.A. is committed to the provision of high-quality training and assessment services to all students, in accordance with the requirements of the standards under which we operate.

This includes (unless licensing or regulatory requirements prevent this) a commitment to recognise the authenticated qualifications issued by other Registered Training Organisations, AQF issuing organisations or VET transcripts issued by the Registrar (USI).

#### 2.1 Legislation

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

- the *Standards for Registered Training Organisations (RTOs) 2015*
- *National Vocational Education and Training Regulator Act 2011*

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

- *Age Discrimination Act 2004*
- *Anti-discrimination Act 1991*
- *Australian Human Rights Commission Act 1986*
- *Commission Children and Young People Act 2000*
- *Copyright Act 1968*
- *Corporations Act 2001*
- *Disability Discrimination Act 1992*
- *Disability Services Act 2006*
- *Fair Trading Act 1989*
- *Fair Work 2009 (including harassment and bullying)*
- *National Privacy Principles 2014*



- *Privacy Act 1988/ Privacy Amendment Act 2012/Privacy Regulation*
- *Racial Discrimination Act 1992*
- *Sex Discrimination Act 1984*
- *Student Identifiers Act 2015*
- *Vocational Education, Employment and Training Act and Regulation 2014*
- *Workplace Health and Safety Act and Regulations 2011*

## 2.2 Code of Conduct

B.A.'s staff will:

- Ensure that those attending our courses are at all times treated fairly and without discrimination.
- Endeavour to be sensitive to the diverse backgrounds and needs of all our students.
- Endeavour to ensure that no student is unfairly disadvantaged. This includes making reasonable adjustments to the training environment, resources, and delivery and assessment strategies to accommodate learner needs.
- Engage in professionally responsible and ethical assessment practice.
- Respect the privacy and confidentiality of students and student information, as detailed in the B.A. Privacy Policy.

As an organisation we:

- Provide students with clear and accurate information about the products and services we offer.
- Use trainers and assessors with relevant subject matter expertise and appropriate training and assessment experience.
- Use high quality training and assessment resources.
- Provide safe and comfortable learning environments for our students and staff.
- Recognise the AQF qualifications and statements of attainment issued by other Registered Training Organisations or authorised issuing organisation, or the authenticated VET transcripts issued by the Registrar, as outlined in our National Recognition Policy.
- Make Recognition of Prior Learning (RPL) available as an assessment option for all individual students.
- Continually review and evaluate our systems, products, and services to ensure they are of a high standard.
- Welcome and actively seek student and stakeholder feedback as the basis for continuous improvement of our systems, resources, and the services we provide to ensure we are responsive to industry and learner needs.
- Monitor third parties to ensure compliance with the national standards and to ensure learners are treated fairly.
- Provide fair and equitable processes through which students can make complaints or appeal assessment decisions. These are detailed in the B.A. Complaints and Appeals Policy.
- Uphold all legislation and comply with all regulatory requirements relevant to the operation of our organisation.



### 2.3 Privacy

B.A. will comply with all legislative requirements including the Privacy Act 1998 (Cth), Australian Privacy Principles (APP) (2014) and the Privacy Amendment Act 2012.

B.A. is a registered RTO and is required to submit data sourced from enrolment forms to the national VET administrative collection as a regulatory reporting requirement. The information contained on the enrolment form may be used by ETE or the following third parties for administrative, regulatory and/or research purposes:

- School - if students are a secondary student undertaking VET, including a school-based apprenticeship or traineeship.
- Employer - if student is enrolled in training paid by their employer.
- Government departments and authorised agencies.
- Researchers.

Where State or Commonwealth funding supports training, we are obliged to submit your enrolment details for statistical purposes. The information we collect from you is protected.

Personal student files will only contain information pertinent to the student's training program. B.A. considers student privacy to be of the utmost importance. B.A. will take all reasonable steps to ensure that the personal information we hold is not lost, misused, or inadvertently provided to unauthorised third parties.

Students are also required to provide a USI for all accredited training. Students should read and understand the USI privacy statement. <https://www.usi.gov.au/about-us/privacy>

### 2.4 NCVET Privacy Notice

Under the Data Provision Requirements 2012, B.A. is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by PRO Management for statistical, administrative, regulatory and research purposes. PRO Management may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

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

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols.

(Including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au)). For more information, see



<https://www.ncver.edu.au/privacy>

### NCVER - Gaining access to your information

You have the right (excluding exceptions outlined in the Privacy Act) to seek access to and update or correct the personal information we hold about you. If you make an access request, we will ask you to verify your identity.

When you submit content to us for publication (including but not limited to comments, testimonials, or forum posts) you assign B.A. the right to publish and/or commercially use this content without limitation. Content submitted by you for publication may be disclosed to all visitors of our website, at our discretion. Consent to publish images and photos will be consented to by offering each student the option to “opt out”. If a student “opts out” - no content featuring their image will be released.

## 3.0 Getting started at Belgravia Academy

### 3.1 Entry Requirements and pre-requisites

Any pre-requisites that are required for entry will be noted on the course information flyer. Please contact B.A. to confirm these requirements prior to or at the time of enrolment. Entry requirements may relate to things such as:

- Levels of language, literacy and numeracy skills appropriate for entry into the course to enhance effective participation in the coursework and performance in the workplace in the specific job-role
- Access to a relevant workplace and job-role where the required competencies can be learned and practiced
- Access to a computer that has appropriate software and capacity to access learning and assessment materials
- Physical fitness or ability to perform certain tasks
- Access to an internet connection with sufficient capacity to download course materials (e.g. broadband connection)
- Access to course specific materials such as personal protective equipment (PPE) or other tools of trade
- Previous completion of another qualification that is specified as a pre-requisite for a course

### 3.2 Enrolment Procedure

The enrolment process may vary depending on the type of qualification you intend to study. A copy of this Student Handbook will be supplied for you to read and understand.

An enrolment form must be completed, together with any required self-assessment regarding special circumstances and/or training needs. You will be required to meet any pre-requisite or entry requirements prior to enrolment.

If your chosen course requires access to our Student Management System “aXcelerate”, you will be provided with further information:

- An email with individual logins to “aXcelerate”





- Access to a personal e-learning portal in our student management system ("aXcelerate")
- Information on where and when your practical session will be delivered.

You may do an LLN assessment related to your intended course of study prior to being enrolled and have an interview with us, to help us select an appropriate course and to decide on any RPL or credit that may apply.

Information on the fees and charges relating to your proposed course of study will be provided, payment terms and methods, refund terms and conditions will be outlined.

Once all enrolment forms have been completed, you will be enrolled into the course or qualification and a trainer and assessor assigned to help you through the course.

**Note:** Enrolment is not confirmed until fees have been paid as agreed.

### 3.3 Enrolment Dates

B.A. operates on a system of rolling start dates for some courses. This means you can enrol and start studying straight away. Other courses have a set start date. Please refer to your course information flyer or our friendly admin staff to confirm your commencement date.

### 3.4 Unique Student Identifier (USI)

A USI is required by all Students undertaking nationally recognised training. It allows students to link to a secure online record of all qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015, so it will show student achievements from 1 January 2015 onwards.

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

If you do not have a USI, please visit <https://www.usi.gov.au/students/create-your-usi>

### 3.5 Education and Support Services

#### 3.5.1 Access and Equity

B.A. 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, and those educational and support services, if required. B.A. does not discriminate based on Gender, Age, Marital status, Sexual orientation, Race, Ethnicity, Religious background, Parental status.

B.A. has adopted the following principles which reflect those of the Equal Employment Opportunity Act:

- I. The student recruitment and admission process is bias-free and non-discriminatory
- II. Curriculum is inclusive of a range of participant needs
- III. Special student needs will be identified through initial contact with enrolment staff and receipt of application materials prior to the commencement of training and/or assessment
- IV. Grievances are addressed in a fair and equitable manner
- V. Access and equity training and assessment adjustments (reasonable adjustment) must be reported at the next management meeting.



### 3.5.2 Education services

Every endeavour is made to enhance effective participation for all adults in training by providing support. Support may be provided in any of, or a combination of, the following formats:

- ✓ Oral assessments
- ✓ Variation in training delivery
- ✓ Additional training (tutorials)
- ✓ IT support through emails etc.

If you believe you require this type of assistance with your training program please provide details on the enrolment form or speak to your trainer/assessor prior to enrolment or during the training.

### 3.5.3 Support services

Students are offered the following support services to assist in their training:

- ✓ RPL assessment
- ✓ options in learning
- ✓ one on one tutoring
- ✓ pre-course interviews
- ✓ training needs analysis
- ✓ phone support

### 3.5.4 Welfare and guidance services

We will endeavour to provide welfare and guidance to all students/students. This includes:

- ✓ Work Health and Safety;
- ✓ review of payment schedules when requested
- ✓ learning pathways and possible RPL or accelerated and gap training opportunities
- ✓ provision for special cultural and religious needs

B.A. is at all times concerned for 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.

### 3.5.5 Helpful Contacts:

Employee Assistance Program "Converge International": 1300 687 327

Lifeline: 13 11 14 or [www.lifeline.org.au](http://www.lifeline.org.au)

Beyond Blue: 1300 22 4636 or [www.beyondblue.org.au](http://www.beyondblue.org.au)

## 4.0 Student Fees and Refunds

Information about fees and charges can be obtained by contacting B.A.

A number of factors will determine how much your course will cost. This includes things like:

- Which course you will study
- Course duration
- Study load and mode (full time, part time, face-to-face, online etc.)
- Your eligibility for subsidies or concessions

Costs will be discussed prior to enrolment with you and/or the third party (such as employer, school etc.) who will be paying the tuition fees. All fees are subject to change.

Please contact B.A. if you have any questions related to course fees.

### 4.1 All Training Programs:

Belgravia Academy agree to supply the full training and assessment services paid for.

Paid course fees do not guarantee the student will successfully complete the course they have enrolled

in.

Fees are levied on all courses, details of which are contained in the course information. Where students are required to supply materials or equipment for their course, the resources will be outlined in the student information provided prior to enrolment. Some courses may have additional licencing fees which will also be outlined to the student.

#### 4.2 How and when fees must be paid:

At the time of confirmation of booking/ enrolment into a skill set or unit of competency (short courses), a student is required to pay the full course fee.

In the case of enrolment into a qualification, a deposit of \$1,500 is payable with the remainder paid over a period of time scheduled by Belgravia Academy.

Belgravia Academy cannot accept prepaid fees from individual students more than a total of \$1,500. Students who may suffer financial hardship may be approved for a payment plan (qualifications only). This is at the discretion of Belgravia Academy's General Manager.

Students may also have extenuating circumstances that prevent them from attending scheduled course dates that may include but are not limited to illness, family or personal matters. Where evidence can be successfully provided to support the student's circumstances, course fees may be transferred to the next available course where applicable. The decision of assessing if a refund is payable due to the extenuating circumstances rests with the RTO General Manager and shall be assessed on a case by case situation.

#### 4.3 How to request a refund:

Notification of cancellation/withdrawal from unit/s of competency, withdrawal or deferral from a course of study must be made in writing to Belgravia Academy by completing the Refund Request Form (Appendix A).

No refunds will be paid without submission of this form.

#### 4.4 Additional information relating to all programs:

- Refunds are made in accordance with this policy and approved refunds owed to students will be made within 28 working days.
- Should Belgravia Academy cease their training operations for reasons such as closure of business, voluntarily withdrawing their scope of registration or because of action taken by the Australian Skills Quality Authority (ASQA), refund calculations will be based on the total tuition fees less the percentage of unspent course fees that will be calculated based on services already provided up to the cancellation date.
- Tuition fees are not transferable to another person or institution.
- Refunds will only be paid to the person that enrolls for the training with Belgravia Academy unless Belgravia Academy receives written direction to pay the refund to somebody else.
- Students will always be encouraged to transfer to an alternative time and date, so no fee penalties are incurred.
- Belgravia Academy reserves the right to withhold granting a Certificate (or Statement of Attainment) attained if fees remain outstanding.

### Belgravia Academy's Refund Policy

Document # BA_MISC-001	Version Number: 1	Review Date: January 2024
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### Refunds for Short Courses

#### 1.1 Conditions under which a refund would be provided:

In the case of cancellation/withdrawal, the following cancellation fees will apply:

- 1.1.1 Students who give notice to cancel their enrolment more than one week (7 days) prior to the commencement of a program, if unable to transfer to another course, they will be entitled to a refund of course fees paid with an administration fee of 20% of total fees paid retained by Belgravia Academy.
- 1.1.2 Students who give notice to cancel 1 – 6 days prior to the agreed start date of a program will forfeit all fees paid if they are unable to transfer to another course.

### Refunds for Qualifications

#### 2.1 Conditions under which a refund would be provided:

In the case of cancellation/withdrawal, the following cancellation fees will apply:

- 2.1.1 Students who give notice to cancel their enrolment more than 28 days prior to the commencement of training, if unable to transfer to another course, will be entitled to a refund of course fees paid with an administration fee of 20% of total fees retained by Belgravia Academy. “Commencement of training” is when the student is enrolled in the qualification’s first unit of competency.
- 2.1.2 Students who give notice to cancel 14 - 27 days prior to the start date of a program will forfeit 40% of fees paid if they are unable to transfer to another course.
- 2.1.3 Students who give notice to cancel 1 – 13 days prior to the agreed start date of a program will forfeit all fees paid.

### Refunds for both Short Courses and Qualifications

#### 3.1 Conditions under which a refund would be provided:

In the case of cancellation/withdrawal, the following cancellation fees will apply:

- 3.1.1 No refund of fees - where a student did not start the course on the agreed day, or the student has arrived late and been denied entry by the trainer.
- 3.1.2 No refund of course fees - where Belgravia Academy terminates the student’s enrolment or ejects a student from training because of a failure to comply with Belgravia Academy’s Students Code of Conduct.
- 3.1.3 No refund of course fees - where the student does not meet the entry requirements of the course and a notice of non-eligibility was not provided to administration staff.
- 3.1.4 No refund of course fees - where a student is unable to proceed with training due to language, literacy or numeracy (LLN) barriers where they have not been declared at time of enrolment.
- 3.1.5 Students who cancel their enrolment on or after an agreed start date will forfeit all fees paid.
- 3.1.6 If a refund has been approved, it will be processed within one month of cancellation.



### 4.5 Further Fee Information:

#### 4.5.1 Payment Options

Payment of course fees can be made to B.A. via:

- Company invoice
- Electronic funds transfer
- Eftpos payment

Fees must be paid by the due date agreed in your individual enrolment documentation. This will be clearly stated prior to your enrolment.

#### 4.5.2 Failure to Make Payment

If payments are not made according to the agreed terms of the enrolment, B.A. may find it necessary to suspend training until payment is received. Failure of the student and/or their representative to meet payment obligations may result in the outstanding debt being handed over to a registered debt collector. Any fees associated with this service will be added to the total outstanding amount for recovery.

If you are experiencing financial difficulty, please contact B.A. as early as possible to discuss options.

## 5.0 Course Information

After enrolment, you will be given access to training materials in hard copy and/or digital format. You will need to supply your own stationery materials. A welcome email will be sent with details of your commencement date.

### 5.1 Training

Our courses are delivered by appropriately qualified and experienced trainers, and through a variety of methods. We offer training sessions via:

- Face-to-face/ Classroom lessons
- Workplace visits
- Distance/ Correspondence
- Online
- Blended delivery

### 5.2 Competency Based Assessment

B.A. conducts both theory based and competency-based assessment.

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 industry.

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



Assessment is specifically conducted to determine if a student can perform an essential outcome related to the performance criteria within each Unit of Competency. Basically, this means assessment is conducted to see whether 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 failure, 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'.

The ways to demonstrate to our qualified assessors that you can perform to the required standard and be classed as 'Competent' or 'Meeting Requirements', include:

- Being observed as you work/perform the tasks and activities
- Responses to verbal questioning
- Written responses to theory questions
- Responding to a role play or case study
- Conducting a project
- Submitting a written report
- A combination of the above

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

### 5.3 Volume of Learning

Volume of Learning statements provide an indication of the amount of time it is expected that a student (with no knowledge or skills in the area) would need as a full-time student to achieve a full qualification.

The listed time frames account for **all activities** a student would undertake, including supervised training activities, classroom sessions, online modules and/or workplace learning, as well as individual study, practice and learning. Volume of Learning is not relevant to unit of competency stand-alone enrolments.

The Volume of Learning for qualifications in the VET sector are:

AQF Qualification Level	Typical Volume of Learning
Certificate I	0.5 - 1 year
Certificate II	0.5 - 1 year
Certificate III	1 - 2 years (up to 4 years for some apprenticeship/traineeship agreements)
Certificate IV	0.5 - 2 years
Diploma	1 - 2 years
Advanced Diploma	1.5 - 2 years

*(Taken from: <http://www.aqf.edu.au/aqf/in-detail/aqf-qualifications/>)*

### 5.4 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 that are responsive to your individual needs, and that maximise learning outcomes and access to learning activities.

### 5.5 Apprenticeships and Traineeships



B.A. gives all students enrolled in an apprenticeship or traineeship a training plan which outlines how and when training will take place. This is signed by all parties involved and given to you at the start of the training contract.

### 5.6 Training Plans

In the case where your course of study calls for vocational placement, or is part of a workplace traineeship, or part of an apprenticeship, a training plan will be developed for you. The plan will be developed between you, the placement/workplace organisation, and B.A. staff. The training plan becomes a 'living document' and any changes are agreed and noted by all involved parties.

### 5.7 Recognition Processes

All students will be offered Recognition of Prior Learning (unless regulation or legislation prevents this). 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, on which your assessor can base their judgement. If you believe you have previously gained relevant learning training or have work experience or some other knowledge or relevant skills you should indicate on the enrolment form that you are interested in RPL. The trainer or Training Manager will then contact you to find out more information.

You may be eligible to apply for RPL on one or more Units of Competency in your qualification.

### 5.8 Credit Transfer

Those students who have successfully completed units of competency and/or qualifications, and who hold evidence (statement of attainment/certificate) for those units of competencies/qualifications/courses issued by a Registered Training Organisation, AQF issuing body or authenticated transcripts from the VET registrar will be granted direct credit transfer when these are relevant to the course currently being undertaken.

For full details on the requirements for credit transfer or RPL applications, please contact B.A.

## 6.0 Assessment Information

Assessment is central to the quality of any educational program. It involves gathering evidence and making judgments on whether a person has achieved the competencies to confirm that individuals can perform to the standard expected in the workplace, as expressed in the relevant endorsed industry-training package.

B.A. is committed to providing the best possible learning environment for all staff and students to achieve the outcomes sought by industry.

All assessments include clear information on the requirements for completing each activity. Students will be given information regarding the assessment requirements for the unit of competency on enrolment.

All students who have a verified USI and successfully complete their assessments and all other course requirements will be issued with the appropriate qualification or statement of attainment. Students must complete all assessments to successfully complete the units of competency and achieve a "Competent" result in each assessment task and overall unit of competency.

### 6.1 Submitting Assessments

You are expected to complete assessments for all units in your qualification or unit of competency. You will need to submit assessments by the due date 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 trainer and/or assessor to clarify anything that is not clear to you.

### 6.2 Resubmissions





If you receive feedback to say your submission was 'Not Yet Satisfactory', you will need to provide more evidence. This may mean re-doing some of the theory questions, putting extra or more relevant information into your portfolio, or demonstrating a task again. B.A. does not charge a fee for resubmission of assessments.

Talk to our administration staff for more information. All staff at B.A. are committed to making every reasonable effort to help you succeed in your training.

### 6.3 Assessment Feedback

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

### 6.4 Plagiarism

All work that you submit must be your own.

Plagiarism is taking someone else's work and/or ideas and passing them off as your own. It is a form of cheating and is taken seriously by B.A. 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, without properly referencing them, to form an assessment response
- Presenting work that was done as part of a group as your own
- Using information (pictures, text, designs, ideas etc.) and not citing the original author(s)
- Unintentionally failing to cite where information has come from

### 6.5 Referencing

When it comes to properly acknowledging where information has come from, students should be aware of, and be able to properly use, referencing protocols.

**References should be cited in the text by name and year in parentheses:** This sentence cites one reference (Canup, 2010). This sentence cites two references (Canup, 2010; Dawkins and Woodington, 2000).

### 6.6 Where to Get Help

Talk to your trainer and/or assessor for help in understanding how to complete your assessments. They are happy to support you.

## 7.0 Student Conduct

Just as B.A. 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 to their studies, regularly submit assessment items, and behave in a manner that does not contravene workplace health and safety or the principle of respect for others.

B.A. 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.





### CODE OF CONDUCT IN THE TRAINING ROOM

In all B.A. training rooms and training sessions, all participants including your trainer should:

- Treat all other participants with courtesy, fairness and equality;
- Engage in conduct that is non-discriminatory on the basis of gender, race, sexuality, disability, cultural background, religion, marital status, age, union affiliation, political conviction or family responsibilities;
- Avoid behaviour that may be reasonably perceived as harassing, intimidating, overbearing, bullying or physically or emotionally threatening;
- Be responsive and courteous at all times when interacting with other participants of the course or session;
- Anyone contravening these terms may be asked to leave their course or session

Consequences for misconduct will depend on the severity and frequency of the breach and include, but 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 'Complaints and Appeals' process.

### 7.1 Academic misconduct

Plagiarism and cheating are serious offences. Students engaging in this behaviour will face disciplinary action.

## 8.0 Workplace Health and Safety

B.A. recognizes its moral and legal responsibility to provide a safe and healthy workplace and system of work for employees, contractors, visitors and students. This commitment extends to ensuring our business

operations do not place the community or environment at risk of harm. With duty of care owed by all people to ensure the maintenance of a safe workplace and system of work at all times, all Trainers and staff and students are required to comply with safety requirements.

Entry of persons on private property is conditional to them complying with all policies and the WHS Legislated requirement. If a person is not a worker, but attends a facility that is under the Organisation's management or control (for example, student), they must:

- Take reasonable care of their own health and safety;
- Take reasonable care that their actions or omissions do not adversely affect the health and safety of others; and
- Comply, so far as they are able, with any instructions that may be given by the Organisation regarding WHS obligations.

Students must inform their Trainer about any injuries or faults in equipment that occur while on the



premises or property. In the event a student is injured while undertaking studies and it is judged that an ambulance be called, subject to what State the training is being conducted in, if this expense isn't covered by a Government department, the injured person is responsible for the cost of the ambulance.

### 9.0 First Aid

Students must inform their Trainer about any injuries or faults in equipment that occur while on the premises or property. In the event a student is injured while undertaking studies and it is judged that an ambulance be called, subject to what State the training is being conducted in, if this expense isn't covered by a Government department, the injured person will be responsible for the cost of the ambulance.

### 10.0 Smoking, Drugs and Alcohol

All B.A. venues are smoke-free workplaces. Smoking is prohibited in all buildings and only permissible at designated locations away from building entrances; there isto be no smoking within four metres of a building entrance.

Any student under the influence of drugs and/or alcohol is not permitted on B.A.'s premises, to use B.A.'s facilities or equipment, or to engage in any B.A. activity.

People taking prescription medication have a duty to ensure their own safety, and that of others, is not affected.

### 11.0 Student Feedback

B.A. is dedicated to ensuring its practices are constantly reviewed to ensure 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 your study.

In some funded programs it may be a condition of your funding that you must complete a student survey. You may also be contacted by statisticians from the Department of Education and Training for follow up information after your course.

### 12.0 Issuing Certificates

Upon successful completion of all the requirements of your enrolled program (and regardless of whether a third party was responsible for the delivery or your training and assessment), B.A. is responsible for the issuance of any award (a Certificate or Statement of Attainment).

A Certificate or Statement of Attainment will be issued to you within 48 hours of you being assessed as meeting all requirements (and all fees paid). This meets the compliance requirements as set in the Standards for RTOs 2015.

### 13.0 Completion

For apprentices/trainees, your training is a training contract which combines paid work with accredited training. Your competency achievement requires that the employer completes the Training Record Book to support the consistent performance of workplace competencies.

Once you have completed all aspects of the training and assessment, the employer, apprentice/trainee and B.A. need to sign the Completion Agreement Form. B.A. can then issue a qualification and the



Department will issue a Completion Certificate.

## 14.0 Complaints and Appeals

### Definitions

**Complaints** are allegations made that relate to the conduct of B.A., its staff, a third party offering services on its behalf, or other students.

**Appeals** relate to any decisions made by B.A. and include appeals that relate to assessment decisions.

### Belgravia Academy's Complaints and Appeals Policy

B.A. shall ensure that all complaints and appeals are dealt with in accordance with the principles of natural justice and procedural fairness and remains publicly available. All complaints and appeals shall be subject to notification within B.A.'s staff meetings and require the implementation of the complaints and appeals process.

#### Scope of Complaints and Appeals Policy

B.A. will manage and respond to allegations involving the conduct of:

- B.A., its trainers, assessors or other staff;
- a third party providing services on B.A.'s behalf, its trainers, assessors or other staff; or
- a student of B.A.

Students may choose to submit a complaint to B.A. staff via the Informal Process or Formal Process.

(Please note B.A.'s 'staff' will be considered to include third parties or partnering organisation staff)

#### Informal process

- Students may submit a complaint (verbally or in writing) directly to B.A. staff with the purpose to resolve a complaint through discussion and through mutual agreement. All written complaints received will be acknowledged in writing by B.A. management.
- B.A. staff are required to explain to the student the Informal, Formal and complaints and appeals processes available to them.
- Students may be accompanied by a third party of their choice to support them in the informal process discussion.
- All informal complaints when finalised shall be reported to B.A. management by B.A. staff for further review and consideration for potential continuous improvement actions, regardless of whether the complaint was resolved or not.
- All informal complaints that are not resolved with students by mutual agreement with ETE staff will require the completion of the formal complaints process.

#### Formal Process

- When a student wishes to submit a formal complaint or is dissatisfied with the attempt to resolve a complaint informally (directly with staff) the student may submit a formal complaint to B.A.'s management utilising the 'Stakeholder Complaint Form' (Appendix B).
- Management of B.A. will acknowledge receipt of all formal student complaints within 7 days of



receipt of a 'Complaint Form'.

- B.A.'s response to the complainant shall include information and procedures concerning the complainant's right to appeal the proposed solution and request for an independent adjudicator.
- All formal complaints when finalised shall be reported to B.A. management by staff (via a stakeholder feedback form) for further review and consideration for potential continuous improvement actions, regardless of whether the complaint was resolved or not.

### Appeals Process

In the event of a student advising that they are dissatisfied with the proposed solution for a formal complaint to B.A.'s management, they shall provide an additional opportunity to provide a solution and shall apply the External Appeal process.

### External Appeals

- Management shall advise the student that an Independent Third party shall be sought to consider the nature of the complaint and a possible further resolution at no cost to the student.
- The selection of the Independent Third party shall be communicated with the Learner and the selection must be with the mutual agreement of the student.
- B.A. management shall make contact with the Independent Third party and provide all documentation related to the formal complaint and Learner contact details.
- Independent adjudication responses must be within 7 days from the date that all formal complaint documentation is provided to the Independent Adjudicator.
- On receipt of the formal complaint documentation the Independent Third party shall make contact with B.A. management and the student and arrange a suitable time for further discussion pertaining to the formal complaint.
- All Independent Third Party proposed solutions shall be final and be reported to B.A. management and the student in writing and will require immediate implementation by both parties.

### Assessment result appeals

All appeals from students relating to assessment results must be received in a period no longer than 15 working days following the competency decision.

### Assessment Appeals Procedure

Staff delivering training and assessment services on behalf of B.A. will be required to:

- Provide timely guidance to all course participants regarding the assessment appeals procedure.
- Clarify any aspects of the assessment results that a student does not understand.
- Communicate directly as soon as possible with management of B.A. on any advice (verbal or written) provided by a student that they are seeking to appeal an assessment decision.
- Schedule a meeting with the student and management of B.A. when an assessment appeal is received from a student. This appeal is to be submitted using the Assessment Appeals Form (Appendix C)
- Communicate any outcome decision by management of B.A. to uphold or overturn an



assessment appeal to the student's by clearly identifying the reason for the outcome.

- All assessment appeals will be processed by B.A. staff and management within 10 days of receipt of an appeal. All assessment appeals must be maintained on the student's file.
- Student records will be adjusted to comply with management of B.A. appeal outcome decisions.

### Complaints and Appeals Records

Any complaints or appeals will be reviewed as part of the continuous improvement process and the complaints and appeals policy of B.A. shall ensure that all complaints are dealt with in a constructive and timely manner. All complaints and appeals shall be reported in management meetings and 'feedback forms' shall be raised detailing the actions required to arrive at satisfactory resolution of each complaint and appeal. Records of all written student complaints will be retrievable by the student.

## Appendices

Appendix A Refund Request form

Appendix B Stakeholder Complaint form

Appendix C Assessment Appeals form

Appendix D Verification of Handbook



**Appendix A**

**Refund Request Form**

By filing in this form, you are requesting to apply for a refund of fees in full or part thereof.

Each refund request is assessed on a case by case basis. This form must be lodged with the RTO General Manager or in their absence the administration staff, within the time frame relevant to the particular refund request as outlined in the Fees and Refund Policy.

A response will be issued to you within 10 business days.

If successful a refund will be made as per the refund policy depending on the circumstances.

<b>Student Name</b>		<b>Date</b>	
<b>Contact Number</b>			
<b>Contact Email</b>			
<b>Course Enrolled</b>			
<b>Course Commencement Date</b>			

Please detail in full the reason for the refund request:

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Signature: \_\_\_\_\_



*OFFICE USE ONLY*

Belgravia Academy has issued a refund: Yes  No

The following reason were given for not granting a refund:

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Date if refund issued:

Amount of refund:

Authorised By:

Date:

**Appendix B**

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**OFFICE USE ONLY**

<b>Received by</b>		<b>Complaints Number Issued</b>	
<b>Date</b>		<b>Given to &lt;Position&gt;</b>	
<b>Date written acknowledgement forwarded</b>		<b>By</b>	
<b>Date Issued</b>		<b>Follow up Date (NB: 60-day limit)</b>	
<b>Action Taken (meetings, investigation, interviews and formal hearings). Attach all documentation</b>			
Note any referral to independent party or authority.			
<b>Record of decision and any further recommendations for action (improvement, corrective or preventive actions)</b>			
<b>Date of finalisation or external referral</b>			
<b>RTO General Manger Name:</b>			
<b>Signature:</b>		<b>Date:</b>	



**Appendix C**

## Assessment Appeals Form

By completing this form, you are requesting to appeal an assessment judgment made against you.

This form serves to begin the appeal process in relation to a judgment that has been made against you. This includes appeals against assessment decisions. This Form must be lodged to the Training Manager or Office Administrator within 15 working days of you receiving a judgment.

The Appeal will be acknowledged by the Training Manager or CEO within 5 working days of receipt. A response/ resolution will be forwarded to you within 30 days.

<b>Date</b>	Click here to enter text.	
<b>Name</b>	Click here to enter text.	
<b>Contact Numbers</b>	Click here to enter text.	
<b>Would you like to formally present your case?</b>	<b>Yes</b>	<b>No</b>
<b>Please detail in full, your reason for an appeal</b>		
Click here to enter text		
<b>Please outline the steps you have taken to deal with your appeal</b>		
Click here to enter text		
<b>Signature</b>		



## Appendix D

# Student Handbook Verification

Please make sure you read and understand all parts of this Student Handbook. If there is any aspect with which you are unsure, please contact B.A. for clarification.

After you have finished reading this Handbook, please complete the section below, sign your name and return this page to B.A.

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I, \_\_\_\_\_ (print full name), have received a copy of **the B.A.** Student Handbook. I acknowledge it is my responsibility to read, understand and follow the terms and conditions it sets out. I understand this does not cancel my rights as applicable according to state and/or federal law.

Student name:

Student signature:

Date: