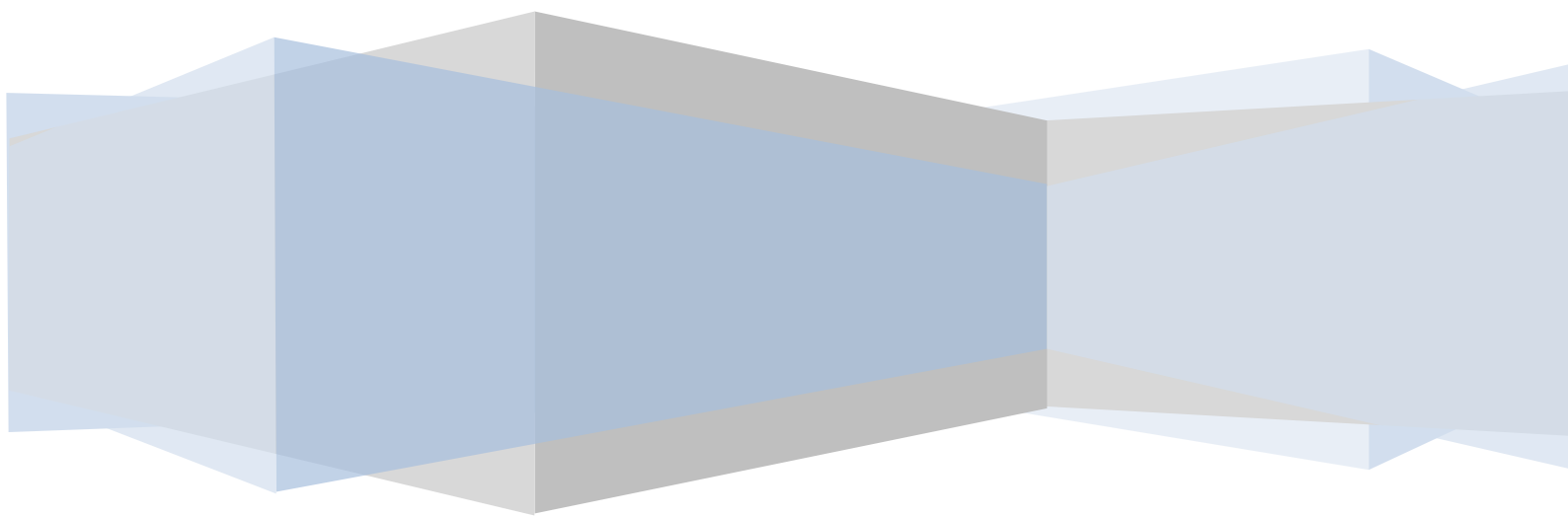




Learner Handbook

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Welcome

The bctraining team welcomes you to our training services.

This handbook provides you with information on bctraining and the services we provide.

We will help you find the best possible vocational training outcome.

bctraining is committed to providing you with professional training and assessment services.

- ✓ *All courses are professionally developed and delivered by qualified trainers*
- ✓ *Recognition of Prior Learning (RPL) is made available to all learners*
- ✓ *All learner information is maintained in total confidentiality.*
- ✓ *All learners have equal access to a safe, harassment and discrimination free learning environment.*

We promise you a friendly, welcoming, supportive environment and trainers who will share with you current industry practices.

Please call us if you need additional information on the course you are about to enrol in and one of our team will provide it for you.

We wish you every success in achieving your chosen qualification, and hope you have an enjoyable time with us.



*Warwick Burrows
Managing Director*

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1. What you can expect from us

- Efficient and courteous service from trainers and staff.
- Respect for privacy and confidentiality.
- To be provided with adequate and appropriate information and support for you to be able to complete your course.
- Discussion to resolve any problems that you may be experiencing.
- Access to a range of training materials, videos, DVD's
- On completion of the course you will be issued with a Statement of Attainment depending on what level of Competence you are training at.
- If required, you will receive appropriate regulatory authority documentation.

2. How you can help

- To avoid disruption, be punctual when attending training courses
- Follow all WHS procedures
- Refrain from using coarse language in and out of the training rooms
- Our sites are SMOKE, DRUG and ALCOHOL FREE working environments. Smoking is allowed in designated outside areas.
- You can assist us in maintaining a clean and pleasant environment
- Respect all staff, property and other learners.
- Ensure that mobile phones are switched off on entering training.

3. Support

Support is available from any of our trainers and assessors including specialist support. Please speak with your bctraining trainer or the Managing Director to access support services.

4. Feedback and continuous improvement

We appreciate your feedback and are committed to listening to your ideas and where relevant using your feedback to improve our services.

All feedback is treated confidentially and may be communicated to us via the feedback cards, directly to any of our trainers or the Managing Director.

5. General course information

5.1 Selecting a course

bctraining publishes a course 'Learning Guide' on each of the courses it provides.

This brochure provides you with valuable information that will help you select the best course for your professional development needs.

Speak with one of our trainers if you are not sure of your best option.

5.2 Flexibility

bctraining offers a flexible approach to your training needs.

We can provide training at a time and place that best suits your needs.

We can provide assistance outside of the training sessions should you require it.

Our trainers are also available 9am – 5pm Monday to Friday or at other times by arrangement

5.3 Recognition of Prior Experience & Credit Transfer

bc training will provide all students with access to having prior experience or study recognised.

Recognition of prior learning (RPL): RPL is a process that involves assessment of a learner's prior learning (including formal, informal and non-formal learning) to determine the extent to which that learner's previous learning is equivalent to the learning outcomes of the unit of competency.

Recognition of Prior Learning will be considered on a case-by-case basis and in a timely manner to ensure that all applicants are able to make well-informed choices about study options, pathways and alternatives by taking into account the credit they can expect. All applicants complete the Recognition of Prior Learning Application and provide evidence in support the unit of competency for which RPL is sought. Evidence may include:

- Third Party Referees
- Competency conversation with an assessor
- Workplace documentation

Credit Transfer:

Credit Transfer refers to the transferral of academic credit obtained by learners through participation in courses or national training package qualifications with other RTOs. Credit transfer is granted on the basis that the credit validates the learner's competency within the relevant qualification / unit of competence. Credit transfer of a qualification / unit of competence is available to all learners enrolling in any training program offered by bc training.

When a learner presents an AQF qualification or statement of attainment to bc training a copy of the certificates will be taken for verification. Bc training will verify the authenticity of the qualification or statement of attainment. A verified copy of the qualification or statement of attainment is placed in the student's file. Once verification of the qualification or statement of attainment has been established, bc training will inform the learner and offer exemption from the relevant unit(s) of competency.

5.4 Qualifications and Statement of Attainment

On completion of an accredited qualification under the Australian Qualifications Framework, you will receive a Qualification Certificate.

If you complete a unit of competence from an Industry Training Package you will receive a Statement of Attainment within 30 days.

Reissuance of Certificates or Statements of Attainment will incur a \$40 fee.

6. Student enrolment

Your enrolment process will include:

1. An enrolment interview
2. Completion of the enrolment form - which is acknowledgment that you have received or accessed the Student Handbook, and reviewed any relevant documentation
3. A confirmation communication
4. Payment of an enrolment fee

Please let us know of any specialist assistance you may need, disabilities or disadvantage so that we can arrange the appropriate support for you.

7. Language literacy and numeracy

Your enrolment process will include identifying if you have the required levels of literacy, language and numeracy to undertake the course. If you have any questions, or concerns, please speak with your trainer.

8. Access to records

We commit to providing timely access to current, accurate records during your course and post course completion.

9. Fees

9.1 Course Fees

The fees vary for each course, dependent on the nature of the course, the materials required, location, the duration of the course and the cost of delivering the training. Fee details for your chosen course will be provided in response to your enquiry and prior to enrolment.

An enrolment fee may be required to confirm enrolment into a course. This fee covers administration expenses incurred by bctraining. Payment terms for the balance of the course fee will be included on your enrolment confirmation.

9.2 Refunds

bctraining has a fair and reasonable refund policy and the following is the criteria under which a refund may be granted:

- If you are unable to attend the course and need to postpone your booking, you must advise bctraining 14 days or more from the agreed course start date and the course fee will be transferred to another course or refunded.
- Where a cancellation of a course enrolment occurs within 14 days from the course commencement the course fee will be transferred to another course.
- Withdrawals after a course has commenced are not eligible for a refund. A Statement of Attainment will be provided for any completed units of competency.
- bctraining reserves the right to cancel any course prior to commencement date of the course, and in that event, payments received will be refunded.
- Payments will also be refunded if bctraining is unable to provide the agreed services
- Refunds will be considered outside of this policy on the basis of unforeseen circumstances (serious injury or illness). All applications must be made in writing.
- Where an administrative enrolment fee is charged this fee is non- refundable.

NOTE

If re assessment is required, a fee will be negotiated with the student taking into account the time and resources required.

9.3 Certificate Charges

The cost of producing a certificate for completed courses is covered by the course fee. However, there is a charge of \$40.00 for re-issuing lost or damaged certificates.

9.4 Financial assistance

bctraining may be able to provide financial assistance by providing payment of fees by instalment. Instalment and progress fees are payable if you withdraw from the course.

10. For your safety

bctraining complies with all relevant Work Health and Safety legislation.

Trainers will actively take steps to identify hazards to participants in the training environment and where possible take action to remove or control the hazard. Hazards will be reported to the appropriate personnel.

Where practicable, students must take responsibility for their own health and safety and that of fellow students, or employees. Students must follow all safety procedures and guidelines including instructions of their trainer while in attendance at bctraining.

The following standards must be observed to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient working environment
- Store and dispose of waste according to health regulations
- Check all equipment for maintenance requirements

- Refer equipment for repair as required
- Store equipment safely
- All unsafe procedures situations recognised and reported
- Safe lifting and carrying techniques maintained
- Report any identified OH&S hazard to a staff member

11. Privacy

In accordance with the bctraining Privacy Policy, we are committed to protecting the privacy and personal information of all our students. Except as required under the NVR standards, or by law, information about a participant will not be disclosed to a third party without the written consent of the participant.

A copy of the Privacy Policy can be provided.

12. Complaints and Appeals

Complaints and appeals procedure

What do I do if I have a complaint?

bctraining encourages open communication and invites clients and staff to communicate, both with ideas and suggestions for the business and our training and assessment services, or if a complaint or dispute does arise.

‘Complaints’ refer to any issue a person might have with any aspect of our services; ‘Appeals’ refer to appeals against any of our decisions, usually assessment decisions.

If you believe you have been treated unfairly, have an issue with any aspects of our services or wish to appeal any of our decisions (including assessment decisions) you have a right to do so. Anyone making a complaint or appealing a decision has the right to be heard and we will deal promptly, fairly and confidentially with the complaint or appeal using independent people.

If you have a complaint about bctraining you should speak with your trainer or one of the Managers as soon as possible. If you are not satisfied with the outcome of this informal process, or find it difficult to approach others informally, you may submit the issue in writing (this becomes a ‘formal complaint’). Contact your trainer or one of the Managers for a form.

Formal complaints

If you wish to make a formal complaint, this procedure will be discussed with you, and you will be given clear choices or options.

Complaints must be made in writing to the RTO Manager and should be a brief statement of the complaint and any relevant details including your contact details.

The RTO Manager will offer you the opportunity to formally present your case with another person of your choice to assist if required.

Independent agencies

While we prefer to deal with complaints internally, sometimes you may not be happy with this process. You may choose to have your complaint resolved through the external process either at the beginning, or at any time throughout the resolution process. You have the right to take complaints to external agencies:

- Where the matter is in relation to licensing you should contact the relevant licensing authority
- You are also welcome to make a formal complaint to the external body, Australian Skills Quality Authority at – complaintsteam@asqa.gov.au or the Complaints Hotline telephone 1800 000 674
- You can also choose to contact the Dispute Settlement Centre of Victoria (phone 03 9603 8370 or toll free on 1800 658 528)

Appealing a decision

You can appeal any of our decisions by providing information in writing to the RTO Manager, preferably as soon as possible after the decision. The areas in which you may appeal a decision made by bctraining training may include:

Assessment conducted

- Deferral, or cancellation decisions made in relation to the student's enrolment
 - Or any other conclusion/decision that is made after a complaint has been dealt with by bctraining in the first instance
- The appeal must be writing using the 'Complaints and Appeals Form' which will include a summary of the grounds the appeal is based on.
 - The RTO manager shall determine the validity of the appeal and organise a meeting with all the parties involved in the matter and attempt to seek a resolution where appropriate.
 - All process for a formal appeal will begin within 10 working days of the appeal being lodged. If a longer period of time is required, the RTO Manager must inform the appellant in writing including the new date for the completion of the appeal.
 - The RTO Manager shall ensure that bctraining training acts on any substantial appeal.
 - If this is not satisfactory to you, you will be referred to an assessor from another RTO.
 - If your appeal is regarding an assessment, the RTO Manager will offer a re-assessment with another internal assessor.
 - The assessor will re-assess the learner (or review evidence presented) and make a judgement.

13. Regulation and Legislation

bctraining is committed to complying with relevant Commonwealth or State legislation.

Work Health and Safety Act 2011

The Work Health and Safety Act 2011 provides a framework for managing health and safety risks in Australian workplaces.

The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high risk plant - this is achieved by preventing or minimising exposure to risk. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell. For more information visit:

<http://www.comlaw.gov.au/Series/C2011A00137>

In Victoria the appropriate legislation is the OH&S Act 2004

Privacy Act 2001

The Privacy Act 2001 makes provision to protect the privacy of individuals, and for related purposes. For information on privacy regulations visit:

<http://www.oaic.gov.au/privacy/privacy-act/the-privacy-act>

Copyright Act 1968

The copyright Act 1968 is an Act relating to copyright and the protection of certain performances, and for other purposes. For more information regarding the Copyright Act 1968, go to:

http://www.austlii.edu.au/au/legis/cth/consol_act/ca1968133/

National VET Regulator Act 2011

This Act was introduced in 2011 to establish a consistent registration and accreditation framework for vocational education and training, by applying nationally agreed standards. For more information visit: <http://www.comlaw.gov.au/Details/C2012C00143>

Anti-Discrimination Act 1991

The Anti-Discrimination Act 1991 aims to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including education and training.

Over the past 30 years the Commonwealth Government and the state and territory governments have introduced anti-discrimination law to help protect people from discrimination and harassment.

The following laws operate at a federal level and the Australian Human Rights Commission has statutory responsibilities under them:

- Age Discrimination Act 2004
- Australian Human Rights Commission Act 1986
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Commonwealth laws and the state/territory laws generally cover the same grounds and areas of discrimination for example Victoria Equal Opportunity Act 1995 (VIC)

Australian Consumer Law (ACL) 2011

Australian Consumer Law (ACL) 2011 aims to provide an equitable, competitive, informed and safe market place. It makes provisions in respect to certain unfair or undesirable trade practices, and aims at regulating the supply of goods and services. For more information visit:

<http://www.consumerlaw.gov.au/content/Content.aspx?doc=home.htm>

Competition and Consumer Act (CCA) 2010

The object of the Competition and Consumer Act (CCA) 2010 is to enhance the welfare of Australians through the promotion of competition and fair trading, and through a provision for consumer protection. For more information visit:

<http://www.accc.gov.au/content/index.phtml/itemId/815209>



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