

# STUDENT HANDBOOK

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## Welcome Note

Welcome to Business Education Training Australia. Business Education Training Australia is a Registered Training Organisation and is recognised by the Queensland Department of Training as a deliverer of nationally recognised training from the Business Services Health ,Construction ,Mining ,Retail and Hospitality Training Packages.

## Training

Business Education Training Australia offers the following accredited training:

BCC30607	<a href="#"><u>Certificate III in Civil Construction (Plant Operations)</u></a>
BSB20107	<a href="#"><u>Certificate II in Business</u></a>
BSB30107	<a href="#"><u>Certificate III in Business</u></a>
BSB30407	<a href="#"><u>Certificate III in Business Administration</u></a>
BSB30707	<a href="#"><u>Certificate III in Occupational Health and Safety</u></a>
BSB31207	<a href="#"><u>Certificate III in Frontline Management</u></a>
BSB40207	<a href="#"><u>Certificate IV in Business</u></a>
BSB40407	<a href="#"><u>Certificate IV in Small Business Management</u></a>
BSB40507	<a href="#"><u>Certificate IV in Business Administration</u></a>
BSB40807	<a href="#"><u>Certificate IV in Frontline Management</u></a>
BSB41407	<a href="#"><u>Certificate IV in Occupational Health and Safety</u></a>
BSB41707	<a href="#"><u>Certificate IV in Recordkeeping</u></a>
BSB50207	<a href="#"><u>Diploma of Business</u></a>
BSB51107	<a href="#"><u>Diploma of Management</u></a>
BSB51307	<a href="#"><u>Diploma of Occupational Health and Safety</u></a>
CPC10108	<a href="#"><u>Certificate I in Construction</u></a>
CPC20108	<a href="#"><u>Certificate II in Construction</u></a>
HLT21107	<a href="#"><u>Certificate II in Emergency Medical Service First Response</u></a>
HLT30207	<a href="#"><u>Certificate III in Non-Emergency Client Transport</u></a>
HLT33107	<a href="#"><u>Certificate III in Basic Health Care</u></a>
HLT41007	<a href="#"><u>Certificate IV in Health Care (Ambulance)</u></a>
HLT50407	<a href="#"><u>Diploma of Paramedical Science (Ambulance)</u></a>
HLT60307	<a href="#"><u>Advanced Diploma of Paramedical Science (Ambulance)</u></a>
MNC20107	<a href="#"><u>Certificate II in Surface Coal Operations</u></a>
MNM20106	<a href="#"><u>Certificate II in Metalliferous Mining Operations (Open Cut)</u></a>
MNM30605	<a href="#"><u>Certificate III in Mine Emergency Response and Rescue</u></a>
SIR20207	<a href="#"><u>Certificate II in Retail</u></a>
SIR30207	<a href="#"><u>Certificate III in Retail</u></a>
SIR40207	<a href="#"><u>Certificate IV in Retail Management</u></a>
SIT20207	<a href="#"><u>Certificate II in Hospitality</u></a>
SIT20307	<a href="#"><u>Certificate II in Hospitality (Kitchen Operations)</u></a>
SIT30707	<a href="#"><u>Certificate III in Hospitality</u></a>

TAA40104	<a href="#">Certificate IV in Training and Assessment</a>
TAA50104	<a href="#">Diploma of Training and Assessment</a>
30630QLD	<a href="#">Course in Functioning as a Workplace Health and Safety Representative Expiry Date 28/08/2011</a>
30643QLD	<a href="#">Course in Generic Induction to Coal Mining (Core) Expiry Date 21/12/2011</a>
39253QLD	<a href="#">Course in Low Voltage Electrical Work Rescue Expiry Date 17/07/2013</a>
BSBCMN215A	<a href="#">Participate in environmental work practices</a>
CPCCOHS1001A	<a href="#">Work safely in the construction industry</a>
HLTFA1A	<a href="#">Apply basic First Aid</a>
MNCC1001B	<a href="#">Work safely</a>
MNCC1005A	<a href="#">Comply with site work systems/procedures</a>
MNCC1006B	<a href="#">Conduct local risk assessment</a>
MNCG1013A	<a href="#">Apply initial response First Aid</a>
MNMC201A	<a href="#">Work safely</a>
MNMC202A	<a href="#">Communicate in the workplace</a>
MNMC203A	<a href="#">Contribute to quality work outcomes</a>
MNMC205A	<a href="#">Conduct local risk assessment</a>
MNMG204A	<a href="#">Perform initial response First Aid</a>

## Competency Based Training

Qualifications are comprised of Units of Competency, which have been determined by the relevant industry bodies and categorised into National Competency Standards for specific industry areas.

The Standards provide a framework for training and assessment and specify what Competencies an employee at a particular level within a particular industry should be reasonably expected to achieve.

For our purpose Competency may be defined simply as:

***'... the ability to perform a job to the required level of performance expected in the workplace.'***

## Flexible Delivery

Flexible delivery means providing training when it best suits the participant and / or employer.

Flexible delivery focuses on **learning** rather than **teaching** and to provide the best possible learning experience for the participant. This means that the participant has greater control over what, when and how they learn.

## Mutual Recognition

Business Education Training Australia recognises the Australian Qualifications Framework (AQF) Qualifications and Statements of Attainment issued by any other Registered Training Organisation.

## Recognition

### Recognition of Prior Learning

Recognition of Prior Learning (RPL) is the determination, on an individual basis, of the skills and knowledge obtained by the learner through previous training, work experience and/or life experience. RPL is used to determine the advanced standing, within a training program, that the learner may be awarded as a result of this learning/experience. RPL assessments are primarily used to determine an individual's starting point in a course or program.

In all cases, the onus is on the applicant to document and present a convincing case to justify a claim for RPL. Whilst Training Improvements may provide guidance or assistance to the applicant, it remains the applicant's responsibility to present his/her case to the satisfaction of the RPL assessor.

Course participants seeking RPL must complete an application form, and provide documentation to support that application.

### Recognition of Current Competencies

Recognition of Current Competencies (RCC) refers to the successful assessment of an individual's ability to currently perform a task at a determined level of competency. Although the terms are frequently used interchangeably, RPL differs from RCC in that RCC focuses on an individual's current ability to meet a competency standard, rather than an individual's previous learning.

### Language, Literacy and Numeracy

To assist in identifying any special learning needs, you are required to provide the Business Education Training Australia with information regarding your LL&N requirements on your enrolment form, prior to the start of the training program. Conversely, if you do have any learning difficulties you are encouraged to discuss these with your course instructor or facilitator either prior to course commencement or during the course induction. Be assured that discussions with our staff will be treated as Confidential.

## Assessment

Assessment is defined as the process of **collecting evidence and making judgements** on the nature and extent of progress towards the performance requirement set out in a (competency) standard, or learning outcome, and, at the appropriate point, making a judgement as to whether competency has been achieved'.

In simple terms, Assessment is the process of collecting evidence and making judgements on whether competency has been achieved. To be deemed '**COMPETENT**' you must satisfactorily

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complete all the requirements of your Unit of Competency. This means that you are assessed in terms of being able to do the job to the required industry standard.

Assessment, within competency-based approaches to learning, is criterion referenced. This means it identifies an individual's achievements of defined outcomes, rather than relating their performance to that of other learners or trainees.

Assessment methods used may include:

- Demonstration.
- Observation.
- Work samples.
- Workbook activities.
- Oral presentations.
- Role plays or simulation.
- Projects

### **Principles of assessment**

There are four key principles that are apart of the assessment process:

- **Validity**
  - The assessment is seen as actually assessing what is supposed to be assessed.
  - The assessment adequately samples the range of skills and knowledge needed to demonstrate competence.
  - The current performance of the competencies in the workplace is assessed.
  - The results of the assessments can be used as a pointer to the assessee's performance in the workplace.
- **Reliability**
  - Reliable assessments use methods and procedures that engender confidence that competency standards and their levels are interpreted and applied consistently from assessee to assessee and context to context.
- **Flexibility**
  - Flexible assessments should provide for the recognition of competencies no matter how, where or when they have been acquired, draw on a range of methods and be appropriate to the context, task and person.
- **Fairness**
  - Assessment is fair if it does not disadvantage particular assessees. For assessments to be fair assessees must clearly understand what is expected of them and what form the assessment will take.

### **Access and Equity**

Business Education Training Australia is committed to providing opportunities to all people for advancement, regardless of their background. We support government policy initiatives and provide access to our training for all those seeking to undertake it.

We ensure that our client selection criteria are non-discriminatory and provide fair access to training for the disadvantaged. In addition, we liaise with agencies and government departments for assistance in matters of language, literacy and numeracy difficulties.

## **Student guidance**

We provide guidance where possible to assist students in meeting their learning needs and course expectations through the provision of support by trainers and assessors.

## **Occupational Safety and Health**

Business Education Training Australia is committed to implementing, maintaining and continuously improving Occupational Safety and Health in all of its training locations. The management of Business Education Training Australia recognises that it has a responsibility to provide and maintain a safe environment for staff, students and visitors alike. This responsibility, obligation and involvement is transmitted to all staff to ensure a safe and healthy workplace is maintained.

## **Breaches of discipline**

All Business Education Training Australia participants are expected to take responsibility for their own learning and behaviour during both training and assessment. Any breaches of discipline will result in the participant being given a 'verbal warning'. Further breaches will result in a participant being asked to 'show cause' as to why they should not be excluded from further participation in the program. A third breach will result in instant dismissal from the training environment. In this instance all fees paid will be non-refundable.

## **Appeals and Complaint Policy**

Clients have the right to submit an Appeal or Complaint in writing, if they feel that they have been unfairly treated in some way. Complaints are welcomed as a means of ensuring that we identify and overcome problems faced by clients, and provide an opportunity to improve our business and/or the delivery of our training programs.

- An Appeal or Complaint should be lodged as soon as possible in writing on a Corrective Action Form and address it to the Training Manager - Business Education Training Australia. These forms are available on request.
- Business Education Training Australia Training Manager will conduct an investigation, assess the situation and take appropriate action.
- If the complaint is related to training, Business Education Training Australia will arrange a meeting with the trainer and client to discuss the issue and seek resolution.
- Appeals or complaints related to administration matters will be investigated openly and as quickly as possible to resolve the issue.
- In the event of an appeal or complaint against Business Education Training Australia trainers and/or assessors involving an alleged breach of civil law, the matter should be reported in the same way so that the appropriate action may be taken. If the issue is not resolved to the satisfaction of the complainant, the matter will be referred to the appropriate authority.

Business Education Training Australia supports the rights of a client to lodge a grievance or complaint and will not impair that right in any way. Business Education Training Australia will do everything possible to address and grievances or complaints in an unbiased and professional

manner.

All complaints and appeals will be within 10 working days of the initial application.

### **Refund of fees**

Business Education Training Australia will provide refunds in accordance with the organisation's refund policy.

An initial deposit of **50% of Course Fee** is made to confirm a position on the course nominated by the client. Payment is to be received in full prior to commencement of course. Non-attendance will incur full course cost. If student wishes to transfer to another course, then 7 days notice is to be given prior to commencement of the original course commencement dates. If student wishes to cancel, then 7 working days notice must be given to receive a refund, however, a administration fee is still payable.

If a client/stakeholder commences a course, but does not complete the course, the full course fee is still payable. (Where circumstances warrant, an agreement may be made with the Director for a reduced fee to be paid).

## Privacy Policy

Business Education Training Australia is bound by the National Privacy Principles, which are set out in the Privacy Act 1988.

Business Education Training Australia collects personal information when we provide our services to you. We will tell you why we are collecting it and how we plan to use it, or the facts will become obvious when we collect the information. The information collected will normally comprise:

- Name.
- Address.
- Telephone numbers (landline and mobile).
- Email address.

We may also collect personal information from publicly available sources. As a general rule we will not collect sensitive information. However, if we do, it will usually be for the purposes of providing our services and, where the law requires, we will seek your consent to collect it.

We may use your information to provide our services to you, to fulfil administrative functions associated with these services, to enter into contracts with you and for marketing and client relationship purposes.

We use a variety of physical and electronic security measures, including restricting physical access to our offices and secure databases to keep personal information secure from misuse, loss or unauthorised access and disclosure.

Generally you have a right to access your personal information, but an acceptable form of identification will be required before access is provided. Please contact the Director for access to your records or if you have a concern about the security of your personal information.

## Administration

At the completion of your training program a Qualification or Statement of Attainment will be issued to you for the Units of Competency achieved.

If you have any further questions regarding your enrolment in one of our courses. Please contact the Office on 0741249766 during business hours.