

Student Information Handbook



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1 Introduction

1.1 Message from the CEO

As CEO of this organization, I can assure students that we will fully support the implementation of all quality, training to all students and welcome your input to ensure myself and the Businessplex team will adhere to our underlying principle of continuous quality improvement in all aspects of Businessplex.

This student handbook provides direction and guides Businessplex towards the provision of best practices in training & development. Businessplex, will facilitate compliance with the standards regulated by the Australian Skills Quality Authority. Businessplex, will ensure that their investment in training will provide good return on their investment.

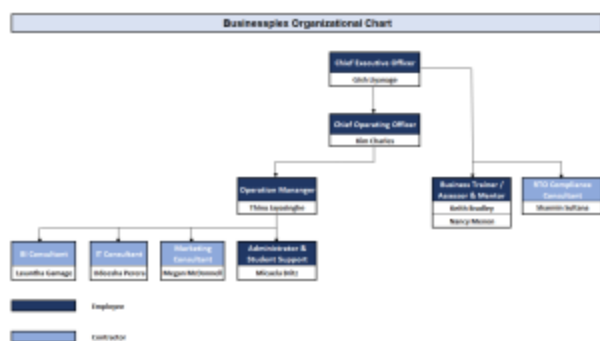
All our trainers and assessors employed or contracted by Businessplex have demonstrated significant industry experience in addition to obtaining tertiary qualifications. Trainers are equipped with the skills to ensure their training methods are suitable for all participants. Businessplex strictly adheres to the Standards for Nationally Recognized Registered Training Organizations to continue delivering training services of the highest quality to their clients.

Businessplex supplies feedback forms to all students at the end of each program. As a student with Businessplex, your feedback is critical to our continuous improvement policy. Along with formal feedback mentioned earlier, students are encouraged to give feedback throughout their course studies.

Gish Livanage

Director

Organizational Chart



2 Consumer Protection Policy

Businessplex is committed to maintaining a fair and supportive training and assessment environment. Businessplex ensures that consumers are well informed of their rights and obligations as well as the obligations of Businessplex to provide training and assessment consistent with the Standards for Registered Training Organizations and are given clear guidelines for complaints and appeals.

3 Consumer Rights and Obligations

A consumer has the right to expect that:

- The training and assessment they receive will be of a quality consistent with the Standards for Registered Training Organisations.
- They will be informed about personal information that is collected about them and the right to review and correct that information.
- Have access to complaints and appeals systems.

A consumer has obligations that include but are not limited to:

- Provide accurate information to Business College
- Behave in a responsible and ethical manner with both staff and other students

4 Businessplex Obligations

Businessplex has obligations that include but are limited to:

- Provide the training and support necessary to allow the consumer to receive a quality outcome
- Provide a quality training and assessment experience
- Ensure that all staff meet public expectations of ethical behavior at all times
- Conduct accurate marketing without any inducement or incentives for enrolment
- Ensure prospective consumers are properly informed about fees and their responsibilities and obligation
- Provide clear and accessible feedback and complaints systems
- Maintain procedures for protecting consumer personal information

5 Access & Equity Policy

Businessplex celebrates and values the diversity of its community and is dedicated to ensuring equal opportunity and treatment for students throughout their learning experience.

In particular, Businessplex is committed to creating a positive learning environment for students that promotes equality and is supportive of the specific needs of individuals.

Businessplex recognises its obligations under a range of Federal and State legislation. Access and equity in vocational education and training applies to existing and potential students of Businessplex. Australian federal and state legislation makes it unlawful to discriminate against people in certain ways because of, among other things, their age, gender, race, marital status, sexuality, or physical or intellectual disability.

Businessplex is committed to:

- providing equal opportunity and promoting inclusive practices and processes for all clients within the limits of its resources.
 - integrating the principles of access and equity in its policies and procedures for clients.
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6 Access & Equity Principles

The recruitment and admission process are the same for all applicants.

- Admission to courses and programs is based solely on the applicant meeting published entry criteria and the availability of places.
- Applicants are provided with adequate information and appropriate counselling to enable them to select the most suitable program for their needs.
- Businessplex's premises have 'public building' building approval.

The courses are inclusive of a range of student needs.

- Issues relating to access and equity are considered when specifying course entry requirements and prerequisites.
- Course design is flexible to provide alternate entry and/or exit points (wherever possible) or pathways through the course.

The requirements of students with disabilities and/or individual needs are taken into account during training and/or assessment.

- Learning documents and materials avoid non-inclusive and discriminatory language and examples.
- Language levels are consistent with the vocational level of the qualification.
- Students without online access away from the college have the opportunity to use Businessplex computer facilities.
- The assessment process is fair, valid, reliable and consistent.
- All students are given an equal opportunity to demonstrate competence.
- Assessment is inclusive of all students enrolled in the course or unit.

Support is provided to those with individual needs.

- At enrolment, students are asked to identify personal needs or circumstances that may exist.
 - Reasonable adjustment is provided to those with a disability or individual need according to individual circumstances. Reasonable adjustment may include but is not restricted to:
 - the use of adaptive technology
 - educational support
 - alternative methods of assessment
 - individual conditions of assessment
 - enlarged print papers for those with vision impairment scribes
 - Additional time in the assessment period.
 - Additional support is facilitated for those with literacy, numeracy or English language difficulties or other identified areas of learning difficulty (through one on one sessions with the trainer for example)
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- Special consideration may be granted if through misadventure (e.g. illness, bereavement or personal trauma) a student is prevented from completing an assessment; or believes that their performance in an assessment event has been affected by the incident.

Complaints are addressed in a fair and equitable manner.

- Individuals who believe they have been treated unfairly are able to use Businessplex's procedures for complaints.
- Students have the right to appeal an assessment decision.

7 Enrolment Policy

Businessplex has a documented process to be followed with the registration of students and arrangements for the payment and refund of fees.

8 Enrolment Procedure

On receiving initial contact by a potential or enrolling student Businessplex staff provide the student with access to an Application Form, Businessplex Terms and Conditions and Fees Schedule. Students are also referred to the CEO or Operations Manager for further information about courses.

The prospective student is asked to complete the application form and return it to the Institute together with:

- Copies of Academic Awards/Transcripts and/or Work Experience.
- Proof of English language proficiency (where English is not their first language)-if applicable
- Payment of the registration fee (non-refundable) may be required at this stage.

On receipt of an application, the Operations Manager

- Ensures that all requested information has been supplied.
- Complete the Individual Needs Checklist
- In discussion with the CEO if required, considers the suitability of the applicant for the course or courses requested.
- Provides suitable applicants with a Letter of Offer in their nominated course, appropriate invoices for fees including payment dates and the Businessplex Terms and Conditions with an accompanying acceptance form for the student to sign.

On receipt of the signed acceptance form, the enrolment is confirmed and students are able to make payment according to their invoices and payment dates.

9 Language, Literacy and Numeracy Policy

Businessplex assesses all students against current criteria for language, literacy and numeracy skills matched to the training outcome prior to or at the time of enrolment. This ensures that students have the

opportunity to achieve a quality outcome based on their ability to adequately comprehend and respond to the requirements of the training and assessment.

Businessplex will:

- Assess a student's language, literacy and numeracy skills prior to and/or at the time of enrolment
- Support students during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the training and assessment being delivered
- Provide information to staff members about any language, literacy or numeracy deficits that a student may have
- Refer students to external language, literacy and numeracy support services that are beyond the support available within Businessplex, if necessary, and negotiate an extension of time to complete training programs if necessary.

10 Language, Literacy and Numeracy Procedures

Apart from ensuring students meet the entry requirements for their course of choice, all students are required to undertake formal LLN assessment. The assessment is not intended to cause anxiety but to determine where the student may need assistance and support during their training and assessment.

Should it be determined that a student does have deficiencies, this is confidentially communicated to all training and assessment staff involved in the student's training program to ensure that they are aware and able to consider how to adapt their training and assessment if required.

In addition, all students are offered opportunities for dedicated study support hours within their training program.

Where it is determined that a student has needs that are beyond the support available within Businessplex the student is referred to dedicated training in their area(s) of need. Their enrolment may be deferred for a suitable period of time.

Assessment of Academic and Overall English Proficiency

Businessplex ensures students' qualifications, experience and English language proficiency are appropriate for the course they have applied for.

11 Assessment Procedure

- Businessplex will assess all student enrolment applications to ensure that they meet the entry requirements of the course.
 - On receipt of a completed Application Form and supporting documents, the Operations Manager will make a decision on eligibility.
 - Each enrolment application is to be assessed to ensure that the student's previous study history, experience and English language proficiency are appropriate for the course for which enrolment is sought. This is completed through referring to the general Businessplex entry requirements and any course specific requirements.
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- If the applicant does not meet the general entry requirements, the applicant will be advised of other options which may include advice on more suitable pathways (either at Businessplex or at another RTO).
- For courses that have additional entry requirements (such as pre-requisite units or a period of employment in industry) applicants must also meet this criteria.
- Businessplex recognises qualifications and Statements of Attainment issued by other RTOs. Once records are verified by the issuing RTO credit is granted as entry into a qualification or credit transfer.
- Having arrived at decision for the applicant's suitability, the English language skills will be assessed if required.

12 Assessment of English Proficiency Policy

Businessplex Management and staff are committed to ensuring that all enrolling students (whose first language is not English) are appropriately assessed regarding their English proficiency to ensure their English level is sufficient for the course.

13 Assessment Procedure

- As part of the enrolment process, students must provide evidence of suitable English proficiency (or proof of enrolment at an English Language college). Students may provide this evidence in the form of IELTS, TOEFL or other English Language certification which is acceptable to Businessplex.
- The Operations Manager identifies whether the student meets the Businessplex English language requirement. Should a student not have English certification to prove their English ability then further investigation may be required.
- If the student is already in Perth at the time of enrolment, an interview with the CEO is arranged. During the interview the CEO assesses the student's suitability, which includes English proficiency, and will make a decision regarding their entrance to a Businessplex course.
- If it is deemed the English language requirement has not been met, the student is advised their enrolment at Businessplex will not be accepted until they have satisfactorily proven that they have achieved the level of English language required. We may provide advice regarding local ELICOS colleges.

14 Unique Student Identifier Policy

All students undertaking Nationally Recognised vocational education and training courses in Australia require a Unique Student Identifier (USI) to receive their AQF certification documentation (unless an exemption applies under the *Student Identifiers Act 2014*)

The USI also allows students online access to their training records and results (transcript) through their online USI account. The USI initiative requires that Businessplex:

- collects a USI from each student
 - verifies a USI supplied by a student
 - ensures a student has a valid USI before conferring a qualification or statement of attainment on that student
 - ensures the security of USIs and related documentation
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- destroys any personal information which the Institute collected solely for the purpose of applying for a USI on behalf of a student
- adheres to all legislative requirements under the USI legislative requirements

15 Unique Student Identifier Procedure

- Students who are in Australia at the time of their application are able to provide their USI on the Businessplex application form. (If students have not yet arrived in Australia at the time of enrolment, they are not able to apply for a USI)
- If students do not have a USI prior to enrolling at Businessplex, they have two options
 - They can create their own USI online at usi.gov.au and email admin@businessplex.com.au with the information once their USI has been created, or
 - Businessplex can apply for a USI on the student's behalf. (must have student's permission to create a USI on their behalf) This is rare. Students are encouraged to do this themselves.
- At orientation any student that does not have a USI and who would like Businessplex to apply for the USI on their behalf complete the USI Application form. Page 2 & 3 of the USI Application form includes the Privacy Notice that must be provided to students when Businessplex applies for the USI on their behalf.
- If the student has not previously provided a copy of the relevant identification document to the college, Businessplex requests a copy.
- Businessplex uses the SAP Litmos database to create or verify USI for all students.
- Businessplex will not issue statements of attainment or qualifications dated after 1 January 2015 without a valid USI.
- In accordance with section 11 of the Student Identifiers Act 2014, Businessplex will securely destroy personal information which is collected from students solely for the purpose of applying for a USI on their behalf as soon as practicable after the application has been made or the information is no longer needed for that purpose, unless Businessplex is required by or under any law to retain it.

16 Student Contact Details Policy

Businessplex will ensure that each individual student's contact details are recorded and regularly updated so that Businessplex and relevant government authorities are able to readily contact the student should the need arise, particularly if the welfare of a student is considered at risk.

17 Student Contact Details Procedure

- On enrolment, Businessplex enters relevant information about accepted students into the Student Management System.
- Further in-depth contact information is collected during the orientation process and this information is recorded into the Student Management system.

18 Update of Contact Information

- Students are reminded of their obligation to advise Businessplex of any changes to contact details. The information is provided on their Terms and Conditions, in the Student Handbook and during orientation.
- During studies or every 3 months, the Operations Manager will email each individual enrolled student with the contact details we have on file; including mobile phone numbers and email addresses; and ask them to verify these details.
- Any changes provided by the student are made to the student management system within one working day of the student advice.

19 Acceptable Uses

The computers in the classrooms are to be used for educational and institute business purposes only. The computers in the Student Room are for students' personal use.

When using email as a means of communication for Institute purposes, staff and students should apply the same professionalism, discretion and standards they would expect in written business communications.

19.1 Students are responsible for:

- Using Businessplex's Internet service ethically and in accordance with accepted community standards
- Using Businessplex's Internet service in a manner that does not violate applicable laws or regulations
- Respecting the conventions of newsgroups, lists and networks
- Respecting the legal protection afforded by copyright, trademarks, licence rights and other laws that cover downloadable materials accessible via Businessplex's Internet service
- Respecting the privacy of others
- Using the service in a manner that does not interfere with or disrupt other network users, services or equipment
- Refraining from acts that waste resources or prevent other users from receiving the full benefit of Businessplex's Internet services.

20 Unacceptable Uses

The use of Businessplex's Internet service for illegal, inappropriate, restricted or objectionable material or in support of such activities is forbidden. It is not acceptable to use Businessplex's Internet service for any purpose that violates local, State, Federal or International laws.

20.1 Specific kinds of use that are not permitted include:

- Violating institutional or third party copyright, licence agreements or other intellectual property rights and contracts
- Illegally storing, using or distributing software, music or videos
- Storing personal files/documents/assessments to the Businessplex computers
- Transmitting, obtaining possession of, demonstrating, advertising or requesting the transmission of threatening, obscene or objectionable materials
- Transmitting communications that may be construed as harassment or disparagement of others via the means of electronic 'stalking'
- Transmissions using abusive or aggressive language
- Misrepresenting or defaming others
- Committing fraud
- Seeking to gain or gaining unauthorised access to any computing, information or communication devices or resources, including, but not limited to, machines accessible via the Internet
- Altering, destroying or preventing rightful access to, or otherwise interfering with, the integrity of computer based information (files, data, passwords, devices or resources)
- Conducting any business
- Conducting any activity or soliciting the performance of any activity that is prohibited by law
- Invading the privacy of individuals that are creators, authors, users or subjects of the information resources
- Distributing messages to inappropriate or unrelated forums, newsgroups or mailing lists ('spamming')
- Sending unsolicited commercial messages
- Propagating computer worms, viruses and other types of malicious programs
- Making transmissions of any type or quantity which adversely affect Businessplex 's operation/performance or interfering with the work of others on the network; and
- Impersonating other users
- Downloading and/or playing of unauthorised games.

21 What Businessplex may do to ensure that this policy is being followed

- Monitor student computers for illegal, inappropriate, restricted or objectionable material
- Terminate a student's access and/or notify the authorities if Businessplex staff believe that his/her use of the service may break the law or has not complied with this policy. In addition, users should be aware that breach of some parts of this policy may make themselves personally liable for prosecution.

22 Disclaimers:

- Businessplex does not provide virus protection, encryption or other security for Wi-Fi connections. Users who choose to use the college Wi-Fi connection are advised to install current anti-virus and firewall software on their devices.
 - Students are responsible for storing their own files and data on personal storage devices. The student computers are 'cleaned' on a regular basis and all stored files and documents are removed.
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- Whilst every precaution is taken, Businessplex makes no guarantee that the network will be without faults. Data loss or interruptions to the system's accessibility may occur. Users should always back up their work regularly.

I have read and understood the policy covering the use of computing resources at Businessplex and I agree to abide by the conditions set out above.

23 Participation Policy

Businessplex systematically monitors individual student's attendance and class participation. Training is designed to be a collaborative and interactive process between the trainer and the students. Students are regarded as active participants in their own learning and are expected to engage in active discussion with trainers and fellow students and take responsibility for their own learning.

Wherever possible, assessments or assessment preparation is done during class time. Students are warned that if they do not attend at least 70% of their classes, it may make it difficult for their trainer/assessor to verify the authenticity of their work and that this may affect their assessment result.

It is a condition of ongoing enrolment that students must attend 50% or more of scheduled classes for each unit. If this condition is not met, the enrolment in the unit(s) will be cancelled.

24 Approved Leave

Students are not be granted approved leave during studies apart from exceptional circumstances. An exceptional circumstance may be:

- Illness or injury (a medical certificate is required)
- Emergency situations (documented evidence is required)
- Compassionate circumstances – beyond the control of the student (documented evidence is required)

25 Attendance (Absence) Policy for VET in Schools Students

Businessplex is a vocationally oriented adult learning environment. We prepare our students for employment in their career of choice and we provide a mature age learning environment to responsibly prepare students for the workforce. Our students range in age from mid-teens to retirees and so for some of our students, the training experience provides a transition from a school environment to an adult employment-focussed environment.

26 Recording Absence Procedure

Attendance is recorded in every class. Businessplex formally reports NON-ATTENDANCE to the VET Coordinator (or delegate) at the participating school within 3 working days of the absence.

27 Vocational Placement Policy

Businessplex is committed to providing quality vocational placement for students where the course requirements specify assessment must be carried out in the workplace or meet specific workplace requirements.

Businessplex carries the overall responsibility for the delivery and assessment of training in the workplace and ensures that the employer has the physical and staff resources to support the training required.

28 Vocational Placement Procedure

- Students are advised that vocational placement is required prior to enrolling in those courses which require a vocational placement.
- Prior to course commencement, students requiring vocational placement complete a Vocational Placement form to indicate their residential address and modes of transport available and any special requests regarding their vocational placement.
- The Operations Manager collects the forms and forwards them to the relevant Trainer for action.
- The relevant Trainer identifies a suitable vocational placement for each student and arranges an inspection visit (if required).
- Once the employer has been approved by the relevant Trainer, the employer is notified in writing of the student's details and placement duration. A copy of Businessplex's insurance certificate and Businessplex Partnership Agreement are also provided to the employer.
- The student is notified in writing by the Operations Manager of the details of their placement and their roles and responsibilities whilst on placement.
- The Operations Manager is responsible for ensuring the employer completes Businessplex Partnership Agreement document as soon as practicable to the start of the vocational placement.
- Students are required to have weekly timesheets completed by the employer and provide these timesheets to the Operations Manager for attendance monitoring.
- The Operations Manager monitors the attendance of students on vocational placement and advises the CEO of any unapproved absences. In circumstances where the student has regular unapproved absences, the CEO may elect to implement the Intervention Strategy.

The relevant assessor visits the workplace on a regular basis to observe student practice and any workplace assessment tasks, and to discuss student progress with workplace staff. These visits are documented in the student's file.

29 Student Support Services Policy

Businessplex Management and staff are committed to the provision of support services for enrolled students, with staff in place who are appointed for contact and referral for student support and general welfare matters. All enrolling students are provided with an orientation event which includes guidance concerning student support services.

30 Student Support Procedure

The Operations Manager is the designated member of staff at Businessplex and is the contact point for all students. The Operations Manager will ensure that where staff have identified, or enrolled students have indicated their need of support or welfare, that further advice will be sought from the student.

Equipped with advice from the student the Operations Manager will:

- Respond to questions concerning course progress or other course issues and refer the student to the CEO if required.
- Where an accommodation or general welfare issue arises the Operations Manager will provide advice and/or referral on accommodation, Western Australian Public services, counselling assistance with personal, emotional or cultural issues.
- The student will be advised that the support services of Businessplex are at no extra cost.

Online or Distance Student Support Policy

Businessplex offers students the opportunity to study by distance (also called external mode). While some courses can be completed entirely by distance, the practical nature of the learning process in some fields means that students must be prepared to commit to some time on the institute.

As with on-institute study, students are required to do the assessment tasks throughout the course.

31 Online or Distance Student Support Procedure

Most often at Businessplex, students who request distance study are those who are repeating an unsuccessful unit or two, rather than a whole qualification.

Businessplex provides:

- The Program plan for each unit to assist them to keep on track with their reading and assessment tasks.
- The assignment of an assessor to assist them with assessment support.
- The opportunity to be able to make an appointment to meet personally with the assessor if required.
- Reminders of when assessment tasks are due.

32 Deferment, Suspension or Cancellation Policy

Businessplex Management and staff are committed to assessing and recording all deferments, suspensions or cancellations of study, ensuring that students within the process are informed of their rights and provided with due care and where relevant, opportunities for appeal.

33 Deferment Procedure

The Operations Manager must:

- Respond to each request for course study deferment by requiring a written request from the student that identifies the reason for which they require a course of study deferment.
- On receiving a request for course study deferment the student's application is considered ensuring that compassionate and compelling circumstances (which are beyond control of the student) are assessed where evidence of their validity is provided. These circumstances may include:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- a traumatic experience which could include: involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime (these cases should be supported by police or psychologists' reports)
- where Businessplex was unable to offer a pre-requisite unit; or

34 Deferment Request Responses

All decisions are based on whether the circumstances are beyond control of the student, and there is documented evidence to support this. After deliberation, Businessplex will inform student of the decision. Businessplex will:

- Ensure that all records of the request and supporting evidence are copied and placed on the student's file.
- Maintain the enrolment of the student should the student seek an appeal through the internal or independent adjudicator appeals process.

35 Suspension or Cancellation Procedure

Prior to suspending or cancelling a student's enrolment Businessplex will:

- Verify the actions of all staff involved seeking further advice, verbal or written.
- Where necessary, seek further advice from the student or students involved maintaining an unbiased approach to the student or students involved.
- Decide whether an enrolment suspension or enrolment cancellation is warranted.
- Maintain the student's enrolment if the student chooses to access Businessplex's internal appeals process except in the case of extenuating circumstances:

Extenuating circumstances' relating to the welfare of the student may include, but are not limited to the following. The student is missing;

- Has medical concerns, severe depression or psychological issues which lead Businessplex to fear for the student's wellbeing.
- has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or
- Is at risk of committing a criminal offence.

Where a student's conduct has been found to violate Businessplex's rules of enrolment and where previous warning has been provided, the Operations Manager will:

- Inform the student that their misconduct has resulted in Businessplex's intention to cancel their enrolment.
- Inform the student that they have 20 working days from receipt of the letter to appeal following the decision. (Businessplex management has 10 days to commence the process after the appeal is received)
- Provide information about the appeals process along with the Intention to Cancel Notice.

36 Course Progression Policy

Businessplex systematically monitors individual student's course progress and notifies and counsels students who are at risk of failing to meet the course progress requirements.

Businessplex assesses each student's progress at the end of each study period.

Unsatisfactory course progress at the end of a study period is defined as not demonstrating competency (a CO result) in at least 50% of the units studied.

37 Intervention Strategy

Businessplex has an Intervention Strategy which is implemented for any student who has been determined to have unsatisfactory course progress. A letter is emailed to the student notifying them that the Intervention Strategy has been activated and requesting that they meet with the CEO.

At the intervention meeting the student and the CEO discuss strategies to assist the student to achieve satisfactory course progress. These may include:

Where appropriate, advising students on the suitability of the course in which they are enrolled and the consideration to transferring to another more appropriate course

By advising them of opportunities for the students to be reassessed in units where they have a Not Yet Competent result

By arranging extra learning support and advice re study habits and time management, including class attendance and submission of assessments by due dates

By arranging to vary or reduce the enrolment load

Discussing any misconduct such as plagiarism, if appropriate.

arranging counselling for assistance with personal issues

38 Course Progression Procedure

Each student is assessed against the course progress policy. If a student is identified for the first time (during the course) as not making satisfactory course progress, the intervention strategy is implemented. The intervention strategy is commenced within the first few weeks of the following study period.

However, if Businessplex identifies that a student is at risk of making unsatisfactory course progress before the end of the study period, staff are encouraged to implement the intervention strategy as soon as practicable.

39 Resulting Policy

Businessplex has effective student information systems to ensure that all student academic records are up to date. Students are kept informed of course progress and will support the timely identification of and intervention by Businessplex where a student is not making satisfactory course progress.

40 Resulting Procedure

Assessing staff are required to finalise all assessments as soon as possible (preferably within one week) of the end of each study period. Assessments (electronic) are saved in the appropriate student file in each Assessor's folder on the Businessplex Server.

The Assessor then collates the signed Assessment forms into class groups and places the completed Master Assessment Sheet on top. The class group of Assessment Forms are put in the receiving tray in the staff room.

The CEO and/or Operations Manager retrieves the Assessment Forms for each class group for review. The CEO and/or Operations Manager checks

- The Assessment Form has been completed correctly and signed
- The Assessments listed as received on the form are located in the appropriate electronic folder or hard copies are attached to the form

The CEO and/or Operations Manager directs any queries or corrections required to the relevant assessor for rectification.

The CEO and/or Operations Manager moves the electronic copies of assessments for each student from the Assessor's folder to the individual student folder in the main Assessments folder on the server for storage.

Once the first review process is complete and any required rectifications have been made, the CEO and/or Operations Manager signs the Master Assessment Sheet for the class group, to confirm the review has been completed.

The Operations Manager collects all the class groups of Assessment Forms and enters the results into the Student Management System. At this stage if the Operations Manager identifies any further issues with the Assessment Forms (e.g. incorrectly completed or missing blank assessment copies), the Assessment Form is return to the CEO, who will advise the relevant Assessor regarding the rectifications required. Once the rectification has been completed the Assessment Form is returned to the Operations Manager for entry into the Student Management System.

Within two weeks of the end of the study period (unless there is an unexpected delay e.g. illness of assessor), students are e-mailed with their training results for the study period and an explanation of what these results mean. Students with a NYC or CONT result will also receive a copy of the Assessment Form (which includes assessment feedback or advice that that the attempt was the third and final) for that unit(s) and an information sheet on the Businessplex Appeals Process.

If students have finished their training program, the Operations Manager will scan their documentation (Certificate and Record of Results and/or Statement of Attainment and email to the student. The original documentation is filed ready for distribution.

41 Certificate or Statements of Attainment Pick up

Students who have completed their training program are welcome to come into the Institute to pick up their documents. If they require someone else to collect their documents from the Institute, written permission must be provided.

42 Certificate or Statements of Attainment Posting

Students who have completed their training program may have their documents posted to them by submitting an email request along with confirmation of their current address.

43 Certification Issuance Policy

Businessplex management ensures qualifications issued by Businessplex are those that are currently on its scope of registration and certify the achievement of the relevant AQF qualifications and statements of attainment.

All graduates who have completed a program of learning that leads to the award of a AQF qualification are entitled to receive a

- a testamur, and
- a record of results

The test Amur for all AQF qualifications issued will identify the qualification as an AQF qualification either by the words 'The qualification is recognized within the Australian Qualifications Framework' or the use of any AQF logo authorised by the AQF Council.

Sufficient information must be provided on a test Amur and record of results to ensure that the documentation is able to be authenticated and to reduce fraudulent use.

The testamur must contain:

- the name/logo and RTO code;
- the code and title of the awarded AQF qualification; and
- the NRT Logo in accordance with the current conditions of use.

The following elements are to be included on the testamur as applicable:

- the State / Territory Training Authority logo (only where use of the logo is directed by State / Territory Training Authorities, e.g. within User Choice contracts);
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- the industry descriptor, e.g. Engineering;
- the occupational or functional stream, in brackets, e.g. (Fabrication);
- where relevant, the words, ‘achieved through Australian Apprenticeship arrangements’; and
- where relevant, the words, ‘these units/modules have been delivered and assessed in <insert language>’ followed by a listing of the relevant units/modules.

44 Statements of attainment

A statement of attainment will be issued when an individual has completed:

- one or more units from a VET qualification or an accredited short course;
- a training package identified skill set which meets a licence or regulatory requirement; or
- a training package identified skill set which meets a defined industry need

The statement of attainment must be in a form that ensures it cannot be mistaken for a testamur for a full AQF qualification. It must include the statement ‘A statement of attainment is issued when an individual has completed one or more accredited units’.

Businessplex must include the following information on a statement of attainment:

- the name/logo and RTO Code;
- a list of units of competency (or modules where no units of competency exist) showing their full title and the national code for each unit of competency;
- the authorized signatory;
- the NRT Logo;
- the issuing organization’s seal, corporate identifier or unique watermark;
- the words ‘A statement of attainment is issued by a Registered Training Organization when an individual has completed one or more accredited units’;

The following elements are to be included on the statement of attainment as applicable:

- the State/Territory Training Authority logo (only where use of the logo is directed by State/ Territory Training Authorities);
- the words ‘These competencies form part of [code and title of qualification(s)/course(s)]’;
- the words, ‘These competencies were attained in completion of [code] course in [full title]’; and
- where relevant, the words, ‘these units / modules have been delivered and assessed in <insert language>’ followed by a listing of the relevant units/modules.

45 Certification Issuance Procedure

- At the end of the training program, and in conjunction with the Student Identifier Scheme (described in Student Identifier Policy and Procedure), the Operations Manager verifies the specific Statement and/or Certificate to be issued and ensures it meets the requirements of the AQF. (The student management system will only record competent outcomes on certification documentation).

- The Operations Manager produces the appropriate Statement and/or Certificate and forwards the documentation to the CEO for signing.
- The date on the documents is the date of issue.
- Only the CEO (or nominated delegate) has the authority to sign AQF qualifications and statements of attainment.
- Should the CEO be unable to sign the AQF qualifications and statements of attainment in a timely manner, the Operations Manager is nominated by default.
- The CEO has the authority to nominate any other person should it be required.
- Before signing AQF qualifications and statements of attainment, the CEO (or nominated delegate) re-verifies the specific Statement and/or Certificate to be issued.
- The CEO ensures that the Statement and/or Certificate are in accordance with the current *Australian Qualifications Framework Implementation handbook* and contain the identification of Units of competency, national codes or accredited course codes, and the RTO provider number.
- Should any delivery of training and assessment be in another language other than English this shall be noted on Businessplex qualifications and statements of attainment.
- AQF certification documentation must be issued to a student within 30 calendar days of the student being assessed as meeting the requirements of the qualification/statement of attainment if the training program in which the student is enrolled is complete, and providing all agreed fees the student owes Businessplex have been paid.
- Businessplex must retain registers of AQF qualifications they are authorised to issue and of all AQF qualifications issued; Businessplex must retain records of AQF certification documentation issued for a period of 30 years; and Businessplex provide reports of Records of qualifications and statements of attainment issued to its VET Regulator on a regular basis as determined by the VET Regulator.

46 Replacement and Re-issue Procedure

- Should a student misplace their certification documents after completing accredited training with Businessplex, new certification documents may be issued by Businessplex upon payment of a replacement fee.
 - The Operations Manager will verify details against the student database prior to the replacement document/s being issued.
 - Once details have been verified, the document/s will be re-issued with the same certificate number and original award details, as per the student database.
 - All replacement or re-issued document/s will be issued in the approved format which is in effect at the time of the application/re-issue.
 - Wording is to be printed on the replacement document/s indicating that the document/s have been replaced.
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47 Security

- Certificate/Statement blanks are held in a secure location and can only be accessed by Administration staff members.

48 Student Feedback and Survey Policy

Businessplex is committed to securing and reviewing advice and feedback from all its stakeholders, particularly students, involved in the delivery of its Training and Assessment services.

49 Student Feedback, Survey and Review Procedures

- All students are asked to complete Evaluation Forms towards the end of each term.
- Completed forms are returned to Businessplex Administration either by the trainer or the student.
- On receiving completed forms the CEO ensures that they are reviewed in the next scheduled management meeting and all feedback data is analysed and disseminated at the next staff meeting.
- Businessplex management and staff consider and review the feedback as an opportunity for continuous improvement.
- Significant continuous improvement actions initiated by the feedback are communicated to staff.
- Evaluation Forms are kept in the allocated files.

50 Customer Complaints and Appeals Policy

Businessplex is committed to ensuring that all student complaints are resolved fairly, promptly and at the most appropriate level within the Institute. A strong complaints policy, and the recording of the number of complaints received and resolved, assist in ensuring continuous improvement of the quality of services to our customers.

The Complaints Policy and its procedures are designed to achieve the following goals:

- To provide a procedure that recognises the right of a customer to make a complaint and which is focussed on continuous quality improvement.
 - To provide procedures for addressing and resolving customer complaints speedily, in accordance with principles of natural justice, in a confidential manner and with the involvement of all those about whom complaints are made.
 - To provide for prompt resolution at the level at which most complaints are likely to arise while providing for independent mediation and conciliation should the matter not be resolved at the first level.
 - To encourage all staff to process improvements where necessary to remove the possibility of repetition of similar complaints.
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All student complaints will be handled in a way that:

- assists in resolving the complaint by assisting the parties to a satisfactory outcome;
- is fair, efficient and in accordance with principles of natural justice;
- treats complaints with appropriate seriousness and confidentiality;
- facilitates early resolution as close to the source of the problem as possible; and
- provides Businessplex with the means to identify ways of continually improving the services it provides.

The Complaints policy and procedures will complement, but not replace, existing Institute policies and procedures for dealing with other forms of grievances, and or cancellations, assessment appeals, discrimination, harassment, sexual harassment or criminal acts. Complaints that are found to be outside the domain of this policy will be directed to the appropriate channels.

Complaints that involve alleged criminal actions will be reported immediately to the police or other relevant authority.

51 Confidentiality

All complaints are treated with appropriate confidentiality, unless to do so would compromise the Institute's duty of care. Similarly, people who are themselves the subject of a complaint, have the right to expect that any claims made against them are treated confidentially.

While confidentiality can be assured, anonymity cannot. It will be sometimes impossible to guarantee that a complainant will not be identified, particularly if the circumstances of their complaint are unique. Anonymity is not appropriate if formal processes are invoked. When a formal complaint is lodged the person(s) who is the subject of the complaint will be notified and provided with details of the allegation(s).

The CEO will retain records of the types of issues that are the subject of complaints, the timeliness of response and the nature of the resolution. This information will be reviewed and used to ensure and enhance continuous quality improvement.

Definitions

Complaint – a person's expression of dissatisfaction with any service provided by Businessplex.

Appeal – a request to review a decision that has previously been made.

52 Complaints and Appeals Procedure

Students are encouraged, wherever possible to resolve concerns or difficulties directly with the person(s) involved to deal with the issue before it becomes a formal complaint. The CEO, Operations Manager and other staff are available to assist students to resolve their issues at this level. Where a complaint cannot be resolved informally by discussion and mediation, a formal complaint may be lodged with the CEO.

Lodging a Complaint

- Formal complaints and appeals may be made in writing to the CEO. The CEO will discuss the nature of the issue with those involved and attempt to resolve problems through discussion and conciliation.
- The CEO will discuss the complaint with the Operations Manager and/or Director and advise, in writing, the person who has made the complaint of the proposed solution.
- The advice to the person who has made the complaint will include information and procedures concerning the complainant's right to appeal the proposed solution and request for an independent adjudicator.
- A student may be assisted or accompanied by a support person regardless of the nature of the complaint or appeal. Businessplex will maintain a student's enrolment while a complaint and appeal process is on-going, however, this does not exclude Businessplex from reserving the right to suspend a student from attending class or visiting Businessplex Training facility, if that is considered necessary during this period.
- Businessplex acknowledges the need for an independent party to mediate where an appropriate outcome cannot be reached internally.
- All independent adjudicator outcomes will be communicated to the complainant in a timely manner.
- All formal complaints and appeals and their outcomes will be recorded on the Complaints and Appeals Register. This Register is reviewed by all staff at Staff Meetings and used as an opportunity for improvement and reflection.
- Should Businessplex consider more than 60 calendar days are required to process and finalise the complaint or appeal, Businessplex will :
 - a) inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required;
 - b) regularly update the complainant or appellant on the progress of the matter.

53 Assessment Appeals

- Students have the right to make an appeal against the assessment decisions made by Businessplex training and assessing staff.
- Appeals against assessment decisions must be made in writing **within one week** of the issuance of results.

54 Independent Adjudicator

- On referral, the Independent adjudicator shall contact the complainant to arrange a satisfactory time to meet and discuss the grievance in question.
- The outcome of the arranged meeting between the complainant and the independent adjudicator shall be communicated in writing to Businessplex management.
- There shall be no fee payable for this service.

Other

- Nothing in this policy and procedure limits the rights of individuals to take action under Australia's Consumer law, where applicable.
 - This policy does not limit an individual's rights to pursue other legal remedies.
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55 Businessplex Complaints and Appeals Process – Student Version

If you are unhappy about something that has happened at Businessplex, please talk with the people concerned to see if the issue/difficulty can be resolved. You are welcome to talk to CEO to discuss the issue if you wish.

If you are not satisfied that the issue/difficulty has been resolved, you can meet with the CEO. You may have a friend or family member attend this meeting to support you. You will be asked to put your complaint in writing. Your complaint will then be thoroughly investigated, and this process will begin within 10 working days of Businessplex receiving your complaint. You will be informed of the decision made in writing. Your enrolment at the institute will be maintained during this process.

If you are not satisfied with the decision made, you may appeal the decision internally. You will need to appeal in writing and provide reasons and evidence of why you think the decision was not acceptable to you. The Management team will review the documentation and make a decision. You will be informed of the decision of the internal appeal including details of the reason for the outcome in writing. This process will begin within 10 working days of lodging your appeal. Your enrolment at the college will be maintained during this process.

If you are not satisfied with the decision of the internal appeal, you may appeal the decision externally at no cost to you. Businessplex will advise you of the details of an independent external body. You will need to contact the external body in writing and provide reasons and evidence of why you think the internal college decision was not acceptable to you.

55.1 Assessment Appeal

If you are unhappy about an assessment result, please talk with the assessor concerned to see if the issue/difficulty can be resolved. You are also welcome to talk to Janelle to discuss the issue if you wish.

If you are still unhappy about an assessment result, you may apply in writing for a re-evaluation of the result. You must apply for the re-evaluation within 7 days of the result being issued. Where possible, a second assessor will be involved in the re-evaluation of the results and you will be informed in writing of the decision and the reasons for the decision. This process will begin within 10 working days of Businessplex receiving your re-evaluation request.

If you are unhappy about the re-evaluation of the result you can request an appeal of the decision. The request must be made in writing. The Management team will review the assessment and re-evaluation result. You will be informed in writing of the decision of the appeal and the reasons for that decision. This process will begin within 10 working days of Businessplex receiving your written appeal.
