



**be qualified**

be educated, be empowered

Domestic

# Student Handbook

Be educated, be empowered



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## WELCOME

Welcome to Be Qualified. I am delighted to welcome you to our community and look forward to working together in supporting you as you progress through the learning pathway to reach your full potential.

We are committed to people, performance and productivity. We understand that the world of business is moving at a faster pace than ever before.

We aim to go beyond your expectations and our experienced team will engage and inspire your learning journey with be qualified. We have been working with hundreds of people in realising their career dreams since we launched our business in 2014.

We work closely with various industries to understand their company vision in order support their business needs by providing training and assessment services.

We spend the time up front with Industry leaders and Peak Industry bodies to identify exactly what the learning and development requirements and meet these needs. We engineer and deliver bespoke learning solutions with measurable and accountable returns.

Our team are trained to engage and interact at every level of an organisation to cascade your vision to all corners of the business ensuring everyone is aligned and focused on the same end goal.

Be Qualified is an RTO providing high-quality training to students in Australia. The college has modern, up to date facilities, and has a team of highly qualified and dedicated Trainers and support staff. Established in 2014, the institute has since built a reputation for quality training and assessment.

We pride ourselves on our professional approach and friendly manner. Our Trainers and Assessors are experienced in their relative field and ready to support you throughout your course and our Office staff are always available to assist you with your enquiries.

I invite you to explore and enrich yourself within the engaging and dynamic learning environment which be qualified provides.

Within this Student Handbook, you will find material to guide you through your future education at Be Qualified.

We sincerely welcome you to our community and wish you all the best in your endeavours.

Be Qualified Management Team



## INTRODUCTION

Vocational Education and Training (VET) enables learners to gain qualifications for all types of employment, and specific skills to help them in the workplace.

This Student Handbook is issued to all students who are looking to enrol with Be Qualified and is designed to provide you with information to study effectively at the college.

Additional information is provided in a range of documents such as: course brochures, in depth policies and procedures as well as relevant forms. You will be directed to these where relevant throughout the Student Handbook.

## STUDYING WITH BE QUALIFIED

Our goal is to deliver quality training and assessment that meets the needs of learners and industry. We believe in empowering students by providing them with a quality educational experience that leads to a nationally recognised qualification whether it's a certificate or statement of attainment.

We also provide quality non-accredited training that meets workplace and individual requirements that leads to a statement of attendance. This includes courses and workshops in relevant areas for professional development meeting CPD requirements.

We aspire to follow the values of professionalism, ongoing learning, ethical conduct and support.

Courses are delivered in the classroom, online or a mixture of both representing a simulated workplace environment where students will practice and demonstrate their skills and knowledge.

We are driven by our Mission which is “be qualified, be educated be empowered.”

In achieving our Mission Statement, we strive to focus on the following key areas:

- Student Focused
- Safety & Equality
- Integrity & Ethics
- Quality Committed

## THE NATIONAL VET REGULATOR- ASQA

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers such as Be Qualified to ensure nationally approved quality standards are met.

ASQA's vision is that students, employers and governments have full confidence in the quality of vocational education and training outcomes delivered by Australian registered training organisations.

ASQA is committed to independence in its regulatory role and in providing advice, transparency in its regulatory decisions and activities and collaboration with industry bodies, employers, governments and registered training organisations.

ASQA's functions include registering training providers (RTOs) such as Be Qualified, registering organisations as providers that can enrol students, accrediting vocational education and training (VET) courses; and ensuring that organisations comply with the conditions and standards for registration, including by carrying out compliance audits.

ASQA may also collect, analyse and publish information on the VET sector and VET providers. ASQA undertakes its role by assessing relevant organisations against the conditions of registration found in Standard for Registered Training Organisations (RTOs) 2015. One of the core conditions of registration is that be qualified complies with the requirements set out in the VET Quality Framework.

The establishment of ASQA also provides a clear line of accountability and responsibility for the quality of vocational education throughout Australia and ensures there is a coordinated response to emerging quality issues in the sector.

For further information about our National VET Regulator visit the ASQA website [www.asqa.gov.au](http://www.asqa.gov.au) or contact: ASQA info line on 1300 701 801 between 9.00 am and 7.00 pm Eastern Standard Time, Monday to Friday.

## LEGISLATIVE COMPLIANCE

As an RTO Be Qualified must comply with the following legislation within the operations of our college:

- Work Health and Safety Act 2011 (Commonwealth)
- Human Rights and Equal Opportunity Commission Act 1986 (Commonwealth)
- Human Rights Legislation Amendment Act (No. 1)1999 (Commonwealth)
- Racial Discrimination Act 1975 (Commonwealth)
- Sex Discrimination Act 1984 (Commonwealth)
- Disability Discrimination Act 1992 (Commonwealth)
- Disability Discrimination Amendment (Education Standards) Act 2005 (Commonwealth)
- Age Discrimination Act 2004 (Commonwealth)

- Standards for Registered Training Organisations (RTOs) 2015
- Privacy Act 1988 (Commonwealth)
- Privacy (Private Sector) Regulations 2001 (Commonwealth)
- Family Law (Child Protection Convention) Regulations 2003 (Commonwealth)
- Workers Compensation Act 1987 (NSW)
- Copyright Act 1968 (Commonwealth)
- Corporations Act 2001 (Commonwealth)
- Student Identifiers Act 2014 (Commonwealth)

For access to: Australian Legal Information Institute databases of Commonwealth, State legislation see [www.austlii.edu.au](http://www.austlii.edu.au)

For legislative and regulatory requirements relating to VET see the following web sites:

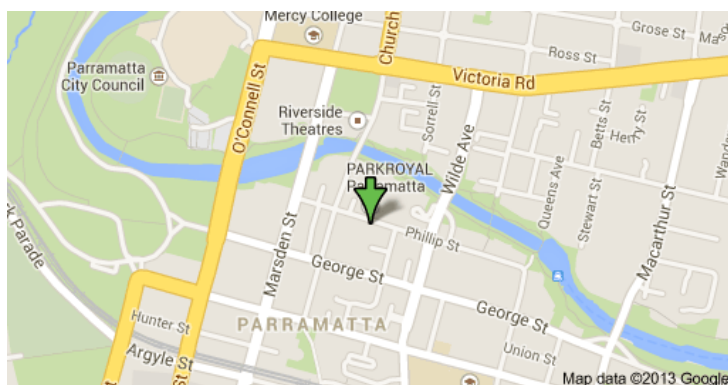
- NSW Department of Education and Training <https://education.nsw.gov.au/>
- Australian Skills Quality Authority [www.asqa.gov.au](http://www.asqa.gov.au)

## FINDING US AND CONTACT DETAILS

We are located at:

Parramatta Campus (Head Office)

Suite 5 & 6, Lower Ground Level, 55 Phillip Street, Parramatta NSW 2150



The college is looking at additional premises in the city.

You can contact Be Qualified by calling: 1300 153 276 or sending an email to [info@bequalified.edu.au](mailto:info@bequalified.edu.au)

During COVID lockdown:

- all contact with the college is via the phone and email
- courses delivered online where possible and suspended if not able to be delivered online

Office hours:

Monday	9am – 5pm
Tuesday	9am – 5pm
Wednesday	9am – 5pm
Thursday	9am – 5pm
Friday	9am – 5pm
Saturday	9am – 3pm
Sunday	Closed

## PARKING

Whilst you are attending our site, you will need to park in the public parking station at the rear of the building or the parking station (Riverbank Car Park) directly across the road in Dirrabarri Lane (next to the Park Royal hotel).

## PRIVACY

As required by law Be Qualified, as an RTO, must collect a range of data from its Students and report training and assessment activity (known as Total VET activity) to ASQA via the National Centre for Vocational Education Research (NCVER), at least annually. Where relevant, Be Qualified must report this data to funding and licensing bodies. Information collected Total VET activity requirements is known as Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) data.

For more information about how NCVER will handle your personal information please refer to the NCVER's Privacy Policy at [www.ncver.edu.au/privacy](http://www.ncver.edu.au/privacy).

Be Qualified, understands the importance people place to personal information (such as name, address, date of birth, phone number, email address, etc.). Be Qualified is committed to managing and protecting any personal information any person (prospective or existing Students) shares with the RTO.

Be Qualified seeks to ensure that all individuals will be able to be confident that personal information is only used in ways that are legal, ethical, secure and as required for compliance as a registered training organisation (RTO).

## USE OF INFORMATION

The personal information gained by Be Qualified during an enquiry and/or an enrolment will not be released to any third party for marketing or any other purpose such as funding bodies, unless specified prior to the receipt of information.

Be Qualified will use the information collected during an enquiry to provide information on services and products offered by the RTO. Persons not wishing to receive such information may contact Be Qualified to request their contact information is cancelled.

Be Qualified will use an individual's contact details received via enrolment to assist in the administration of the relevant course and for reporting purses as described above.

Be Qualified will provide reasonable opportunity for an individual to opt-out of any marketing activities that makes use of their personal information (e.g. students receiving updates from Be Qualified regarding upcoming promotions on courses via email).

## DISCLOSING INFORMATION TO A THIRD PARTY

No information including assessment results will be disclosed to a third party (such as to employers, friends or family members) without the written consent of the Student. Should you wish for a third party to receive your assessment or progress results you must complete the Consent to release assessment results form located on [www.bequalified.com.au](http://www.bequalified.com.au) and email it the RTO Manager at [info@bequalified.edu.au](mailto:info@bequalified.edu.au).

## STORAGE OF STUDENT INFORMATION

Be Qualified is required by ASQA to keep Student records including assessment results for a minimum of 30 years. This information will be stored electronically in an AVETMISS compliant Student Management System (SMS).

Be Qualified provides assurance that these records are secure. Access to these records is strictly controlled with only authorised employees having access to sensitive and personal information. At all times Be Qualified will take the necessary steps to ensure all personal information is safe from misuse, loss, and unauthorised access, alteration or disclosure.

## ACCESS TO PERSONAL RECORDS

Students will be given access to their personal information including assessment results either by requesting it from the relevant administrative staff or by logging into the Student portal. Students will not be allowed to access any information that may breach the privacy of other persons.

Further information regarding Be Qualified privacy of information policy, procedures or forms contact please go to [www.bequalified.com.au](http://www.bequalified.com.au) or call 1300 153 276.

Any Student believing their personal information has not been dealt with in accordance with any part of Be Qualified's Privacy of Information Policy, the Privacy Act 1988 or the Australian Privacy Principles, you can lodge a written complaint the RTO Manager at [info@bequalified.edu.au](mailto:info@bequalified.edu.au).



## SELECTION AND ENROLMENT

Be Qualified is committed to ensuring the selection processes for prospective students are fair, transparent and non-discriminatory. Students are selected regardless of age, employment status, religion, gender, disability, sexuality, sexual preference, culture and ethnic background.

General principles that underpin our selection and enrolment processes are as follows;

- Be Qualified is compliant with consumer protection regulation/legislation and all federal and state discrimination acts.
- Accurate and ethical marketing and advertising strategies ensure students are fully informed prior to application/enrolment (e.g. program eligibility, pre-requisite requirements and language, literacy and numeracy skill levels).
- In accordance with Australian Privacy Principles prospective students are informed of how their information will be collected, used, disclosed and stored.
- Students are routinely screened to ensure eligibility requirements are met, special needs are identified and opportunities for recognition are provided.

## ENROLMENT

Enrolments for all Be Qualified courses are completed online at:  
[www.bequalified.edu.au](http://www.bequalified.edu.au).

The Process:

- Students complete an enrolment form online including providing their USI number and relevant information about any support needs e.g., disabilities, learning assistance, language, literacy and numeracy (LLN)
- Students complete any consent forms as required (e.g., release of personal information to third parties for AVETMISS and funding, employers etc.)
- Student reads and acknowledges the Terms and Conditions of enrolment including: code of conduct, Course overview and duration, withdrawal and cancelation from course, deferral, complaints and appeals policy and procedure and refund policy and procedure.
- Students pay the required amount online by credit or debit card. (Short courses are to be paid in full before commencement while longer courses require a deposit and progression payments at set dates. Please refer to the Course Guide for more information on fees and charges.)
- Students receive an automatic email confirming payment receipt.

Upon completion of steps 1 to 5, Be Qualified provides access to course materials via a login to the Student Portal.

The enrolment process is the same for both online, classroom and blended learning.

Students will be required to have access to a laptop or PC as Be Qualified does not provide these. Please refer to section on IT Requirements for further information.

Should you require any assistance with the enrolment process please call Be Qualified on 1300 153 276 during business hours or send an email to [info@bequalified.edu.au](mailto:info@bequalified.edu.au).

Students wishing to enrol in a face-to-face or blended course within three days of commencement must contact Be Qualified on 1300 153 276 or send an email to [info@bequalified.edu.au](mailto:info@bequalified.edu.au) to ensure your enrolment process is completed before the course start date.

## ACCESS AND EQUITY

Be Qualified courses are open to all participants regardless of gender, sexual preference, race, culture, religion, or any other discriminatory factor.

Be Qualified aims to provide equal opportunity in education by:

- Ensuring that access to training is available, regardless of gender, socioeconomic background, disability, ethnic origin, age or race.
- Delivering training services in a non-discriminatory, open and respectful manner.
- Ensuring staff are appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of clients with special needs.
- Updating facilities to enable reasonable access to students with mobility and physical capacity
- Offering training opportunities in a manner that includes and reflects the diverse client population.
- Actively encouraging participation of Students from traditionally disadvantaged groups
- Providing culturally inclusive language, literacy and numeracy advice and assistance that assists clients in meeting personal training goals.
- Actively being accountable for its performance in adhering to the principles of this policy, and welcomes feedback as part of its quality improvement system.
- Requiring staff and students to comply with access and equity requirements at all times.

The RTO Manager is the point of contact for resolving any access and equity issues for Be Qualified.

If, you are experiencing harassment or discrimination while studying at Be Qualified, refer the matter to the RTO Manager in writing by sending an email to [info@bequalified.edu.au](mailto:info@bequalified.edu.au).

## REASONABLE ADJUSTMENT

If you have a disability and require additional support or services, please notify Be Qualified staff either at enrolment or as soon as practicable to discuss your particular requirements.

Be Qualified is able to make reasonable adjustments to learning and assessment processes as long as these meet the requirements of the unit of competency as well as workplace requirements to successfully complete the course.

If a student is not able to meet these requirements even after reasonable adjustments have been made, then they cannot be deemed competent. In this situation, Be Qualified will discuss options available to the student.

For further information on reasonable adjustments please contact Be Qualified by sending an email to the RTO Manager via [info@bequalified.edu.au](mailto:info@bequalified.edu.au)

Please note any costs in providing additional support and services not covered by course fees will be paid by the student.

Should you require further information on access and equity, please refer to the Access and Equity Policy on the website: [www.bequalified.edu.au](http://www.bequalified.edu.au)

## COURSE ENTRY REQUIREMENTS

Courses offered by Be Qualified may have entry requirements as specified by industry and/ or licensing bodies and are outlined in the Course Guide.

For further information go to course information on the website: [www.bequalified.edu.au](http://www.bequalified.edu.au).

## LANGUAGE, LITERACY & NUMERACY

Be Qualified conducts all courses in English and each course requires different levels of language, literacy and numeracy (LLN) skills to successfully participate in learning and assessment activities.

The levels of LLN are specified in each unit of competency that make up a qualification and are listed in the Course Guide.

At enrolment students will be asked to self-assess their LLN requirements based on the course they are about to enrol in. If, you are unsure of the LLN requirements of the course and/or your ability you will have access to an online LLN Quiz.

Although, this is not an entry requirement, Be Qualified strongly recommends students complete the online LLN Quiz to identify their ability to meet the LLN requirements of the course and to identify any potential learning support requirements.

All LLN Quiz results will be kept confidential and only the Trainer, RTO Manager and student will have access to these so that the most suitable and cost efficient support plan can be put in place for the student. Depending on the level of support required strategies can include:

1. Providing the student with additional LLN activities to complete.
2. Providing Instruction sheets on how to perform certain IT skills such as setting up a table in word.
3. Provide the student with a reasonable adjustment such as a short extension of time to complete an activity.
4. Referral to a specialist support person or organisation e.g., Language or Community College to gain better English skills.
5. Commencing with easier units first where possible and working their way to more demanding units of competency.

Please note:

- If a student does not identify or disclose their LLN requirements before commencing a course, Be Qualified may not be able to adequately cater for the student.
- Any costs in attending specialist support sessions will be at the student's own expense.
- If any of these activities interfere with the student progressing through the course, the student may need to temporarily suspend the course.
- A suspension of a course for this purpose must be discussed with the RTO Manager and relevant Trainer as well as agreed to in writing before the student commences any specialist support sessions.

For further information on LLN requirements or specialist support sessions, please contact Be Qualified by sending an email to the RTO Manager via [info@bequalified.edu.au](mailto:info@bequalified.edu.au)

## UNIQUE STUDENT IDENTIFIER (USI)

A USI or Unique Student Identifier is a reference number which creates an online record of all qualifications or nationally recognised training that you have completed in Australia.

A USI will give you access to an online USI account which is made up of ten numbers and letters. It will look something like this: 3AW88YH9U5. Your USI will enable you to access your records and results online, anytime and anywhere.

All students enrolling in a Nationally recognised qualification or course must provide a copy of their USI on application upon enrolment.

Getting a USI is free and easy and can be done in under 15 minutes. You can apply directly at <http://www.usi.gov.au/create-your-usi/>

If you would like Be Qualified to apply for a USI on your behalf all you need to do is, tick this option when enrolling and read the Australian Government Privacy Notice.

Be Qualified is not able to issue you with a certificate, record of results or statement of attainment without a verified USI.

For more information, please visit: <https://www.usi.gov.au/> or contact Be Qualified speak to one of our friendly staff members on 1300 153 276 or email us on [info@bequalified.edu.au](mailto:info@bequalified.edu.au).

## IT SKILLS

Be Qualified courses require basic to intermediate level of computer literacy depending on the course they are enrolling into. Students will need to have access to a computer with a word program (e.g. Microsoft Word) and access to email and the internet.

Students will need to be able to perform the following tasks on their computers:

- Copy and pasting
- Accessing information stored on websites and from a USB
- Saving, storing and moving files
- Zipping files
- Research, use of keyword search
- Working with multiple documents
- Sending and receiving emails with attachments
- Use a range of functions within Microsoft Word, Excel and PowerPoint
- Other specific course requirements as specified in each unit of competency

Be Qualified does not provide training on the above. Basic IT support will be available during the course as part of standard training. Should a student require additional specialised IT technical support or training, this will need to be arranged by the student at their own expense.

Please Note: If you do not possess basic to intermediate computer skills it is strongly recommended that you enrol in a computer course prior to commencing a course with Be Qualified.

Please contact a Be Qualified staff member on 1300 153 276 or email us on [info@bequalified.edu.au](mailto:info@bequalified.edu.au) if you are unsure about the computer requirements for a specific course.



## TYPE OF COURSES

Be Qualified conducts the following courses

Course code	Course title	Delivery mode	Duration
SITHFAB002	Provide responsible service of alcohol	Online	Up to two weeks
SITHFAB002	Provide responsible service of alcohol	Classroom	20 hours - Pre-course reading plus class attendance
SITHGAM001	Provide responsible gambling services	Classroom	10 hours - Pre-course reading plus class attendance
BSB50420	Diploma of Leadership and Management	Online	12 months
BSB50420	Diploma of Leadership and Management	Classroom	12 months

## CREDIT TRANSFER

A credit is formal recognition of completing the same or equivalent unit of competency at another RTO within Australia.

Be Qualified recognises qualifications and statements of attainment issued by other RTOs.

Students who have successfully completed the same units of competency with another RTO can apply for credit transfer. This may allow you to reduce the number of units you are required to complete in the course you are enrolling in.

**Students may apply for Credit Transfer by submitting a Credit Transfer application Form along with certified copies of certificates and/or statements of attainment.**

**Credit Transfer application Form can be downloaded from the Be Qualified website and emailed to the RTO Manager via [info@bequalified.edu.au](mailto:info@bequalified.edu.au)**

The fee for applying for Credit Transfer is \$50 per unit when the certificate or statement of attainment has been issued by another RTO. If a student has completed a unit of competency with Be Qualified, from a previous enrolment, the result will remain as Competency Achieved and no fee will be charged.

## RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other informal training can be formally recognised.

In accordance with the requirements of the Standards for Registered Training Organisations, Be Qualified provides the opportunity for students to apply to have their prior learning recognised toward a qualification or units of competence for which they are enrolled.

If, you would like to apply for RPL please contact the RTO Manager on 1300 153 276 for a pre - RPL meeting. If at the end of this meeting you decide to go ahead with your RPL application please complete the RPL Application Form available on the website and email it to the RTO Manager via [info@bequalified.edu.au](mailto:info@bequalified.edu.au)

The fee for applying for RPL is \$160 per unit. When applying for RPL you are required to pay an RPL application fee to enable your RPL application to be process. This fee is non-refundable should you not gain recognition of prior for a unit of competency.

When applying for RPL Be Qualified does not make any promises that you will be granted recognition of prior learning for a unit of competency as this is based on how current the work examples provided are, that they meet all of the requirements of the unit of competency, that you can prove the work samples submitted to the assessor for marking are your work and that you can demonstrate the required skills as well as the underpinning knowledge.

## COURSE INDUCTION

For face-to-face, online courses, both short-term and long term, Be Qualified will provide students with an induction and course overview at the start of the course. The induction will provide you with specific details about your course requirements, important dates and an opportunity to meet your trainer and other students in the course.

For short online courses that are self-paced and can be commenced at any time Be Qualified will provide students with a course overview and all the resources they need to compete the course online. Students will also be able to send emails to the Trainer and Assessor with their questions and request a phone call if required. Trainers and Assessors will respond within 36 hours if the request is sent within normal business hours and within 48 hours if sent on the weekend.

## ASSESSMENT

Student performance is assessed in accordance with the guidelines outlined in the relevant AQF training package unit of competence. This may be in the form of answering questions in a quiz, writing a response, recording verbal conversations and/or visual demonstration of skills.

Each unit of competency will involve several assessment tasks. The Course overview will provide details of assessments for each unit of competency and students will be provided specific instructions for each task.

All assessments are required to be submitted electronically either directly online or uploaded onto the Learning Management System. Students are required to keep a copy of all written assessment tasks

After each assessment task has been submitted and marked students will receive one of the following results:

Result	Definition	Required Action
S – satisfactory	All assessment criteria has been demonstrated to the required standard	Student can progress to the next assessment task
NS – not-satisfactory.	Not all assessment criteria has been met to the required standard. The Assessor will provide feedback on areas that have not met the required standard.	Student needs to redo the assessment task or resubmit the assessment task within a given timeframe as instructed by the Assessor.

## REASSESSMENT

Students are given up to 3 attempts to demonstrate competency for each assessment task. This includes the first attempt and up to two resubmissions.

Time frames for redoing an assessment task such as a demonstration will depend on the course and mode of delivery. E.g. Responsible service of alcohol, face-to-face/ classroom, redoing the demonstration in the final practical assessment task will be on the same day. Online this will be at a nominated time that is suitable for both the student and Assessor but within the two-week required time frame to complete the course. Instructions for resubmission or redoing an assessment task will be provided in the Course Guide and confirmed by the Assessor.

If the student has not been able to demonstrate competency by meeting the required criteria, they for all the assessment tasks for that unit, they will be deemed not yet competent (NYC) for the unit and must repeat completing the unit of competency from the beginning. This will incur a fee as follows:

For a short course such as Responsible service of alcohol the fee to repeat the unit of competency is \$100. If the short course consists of two or more units the fee to repeat any of the units is \$100 for each unit of competency.

For a long course, such as the Diploma of Leadership and Management the fee to repeat any of the units is \$200 per unit of competency.

## APPEALING ASSESSMENT DECISIONS

If you do not agree with an assessment decision, you can lodge an assessment appeal.

The first step in the assessment appeal process is to discuss the area/s you do not agree on, with the Assessor to try and resolve the disagreement.

If you are not satisfied with the outcome of this discussion, you may lodge a formal assessment appeal by completing and lodging an Appeal against assessment result. This form can be downloaded from the Be Qualified website: [www.bequalified.edu.au](http://www.bequalified.edu.au) and emailed to the RTO Manager via [info@bequalified.edu.au](mailto:info@bequalified.edu.au).

For more information on the appeal against assessment process please refer to the section in this Student Handbook on the Complaints and Appeals.

## STUDENT PLAGIARISM, CHEATING AND COLLUSION

Be Qualified is committed to upholding standards of participant integrity and honesty relating to assessment of individual work. Plagiarism, cheating and collusion in any form are unacceptable and will be treated seriously by Be Qualified.

Plagiarism refers the practice of taking someone else's work or ideas and passing them off as one's own, whilst collusion refers to secret or illegal cooperation or conspiracy in order to deceive others. Plagiarism and collusion are both forms of cheating (to act dishonestly or unfairly in order to gain an advantage and will be referred to as cheating).

Some examples of cheating include:

- Not acknowledging reference materials used;
- Collaborating on assignments where this is not a requirement of the assessment;
- Copying all or part of assignments from another participant;
- Soliciting assistance from any source;
- Submitting the same work for multiple courses;
- Submitting the work of others or a version of work of others from previous courses; or
- Stealing work from trainer/assessor, computer or other participants.

Students are expected to act with integrity at all times and only submit work that is their own. Where using material from various sources including text books and website include appropriate references.

Be Qualified has put in place a number of mechanisms in order to reduce occurrences and likelihood of plagiarism and collusion amongst students including:

- Student declaration of authenticity of work submitted;
- Clear assessment guidelines; and
- Multiple assessment methods for each unit.

Students suspected of cheating will be asked to resubmit their assessment tasks and may have disciplinary action brought against them by Be Qualified. This can include suspension or cancellation of enrolment for repeat cheating offences.

## CONDITIONS OF ENROLMENT

When enrolled with Be Qualified, students are expected to follow the RTO's student policies and procedures, observe the code of conduct set out for students and engage in their study in line with the course requirements.

Be Qualified may terminate the enrolment of a student at any time throughout their enrolment if the they:

- Are abusive, aggressive, or insulting towards Be Qualified staff or other students
- Breach the confidentiality rights of any other person
- Commit an offence under the law while in the training environment or excursion
- Breach safe work practices, or act in a way that is harmful to the wellbeing of Be Qualified staff, other students, visitors or themselves
- Have provided false or misleading information
- Have submitted work that is not authentic, including plagiarism and cheating

Students enrolled with Be Qualified have the right to:

- be treated in a fair, ethical and unbiased manner
- privacy & confidentiality of personal information
- choose to undertake assessment (note if you choose not to undertake an assessment task you will not be able to be deemed competent in that unit of competency)
- access own student records
- a safe learning environment
- receive their results and certificate/ statement of attainment in a timely manner
- lodge a complaint and/or appeal

## CODE OF CONDUCT FOR STUDENTS

When enrolled with Be Qualified, students are expected to:

- Become familiar with relevant policies and procedures within this Student Handbook
- Adhere to student requirements outlined in this Student Handbook including any relevant legislation requirements
- Follow all reasonable instructions provided by Be Qualified staff
- Respect the right of Trainers and Assessors
- Conduct themselves, in a courteous, polite and ethical manner



- Demonstrate tolerance and respect for others
- Support the principles of equal opportunity, anti-discrimination and work health safety
- Respect the environment, minimise printing and follow recycling instructions
- Undertake their studies to the best of their abilities
- Meet deadlines for assessment tasks to be submitted
- Submit your own work when completing assessments and follow referencing requirements
- Be receptive to feedback from Trainers and Assessors
- Take responsibility for their own actions and learning
- Let staff know at Be Qualified in a timely manner if problems or issues arise
- Engage in study and assessment tasks in the way and format required
- Take responsibility for your own possessions and do not steal from fellow students or Be Qualified
- Follow safety and security instructions at all times
- Attend class in virtual or actual format, be punctual and let Be Qualified staff know if you are not able to attend and organised activity such as a class, workshop, webinar, virtual/ actual tutorial, Zoom session etc.
- Pay their fees on time
- Complete all relevant paperwork as required in a timely, accurate and truthful manner

When enrolled with Be Qualified, students are not permitted to:

- Cause any intentional damage to any Be Qualified property or the property of fellow students and staff.
- Be dishonest or engage in misconduct towards any member of the Be Qualified community.
- Intentionally cause disruptions to teaching and/ or learning activities.
- Engage in bullying, harassing, intimidating behaviour or displaying aggressive, disruptive behaviour towards any member of the Be Qualified community.
- Discriminate against anyone on the grounds of gender identity, sexual orientation, lawful sexual activity, marital, parental or carer status, pregnancy, breastfeeding, age, physical features, impairment, race, ethnicity, political or religious belief or activity, or industrial activity, health status, both known or presumed, including HIV, viral hepatitis, or engagement in sex work or illicit drug use.
- Bring or possess alcohol, drugs or any prohibited substance onto Be Qualified premises.

- Attend any learning/ teaching activities at Be Qualified, while under the influence of alcohol, drugs or any prohibited substance.
- Carry weapons or any potentially harmful object at any time while on Be Qualified premises.
- Smoke within five (5) metres of building openings, air-conditioning intakes, gas storage areas or upon any external stairways or balcony while on Be Qualified premises. This includes artificial cigarettes, cigars and vaporises.

In the event a student's enrolment is cancelled due to a breach of any of the above conditions, student fees paid will not be refund.

## SUSPENSION OF ENROLMENT

Students may request to suspend their enrolment in a course, once they have commenced their studies for one or more reasons:

1. The student may need to address gaps in language, numeracy or literacy skills that are greater than the support the RTO can provide.
2. The student may need time to address personal, health or family issues that require more time than can be provided under reasonable adjustment.

In these instances, the student intends to return to their studies as soon as practicable and in most cases would be away from their studies between three to six months.

Students wishing to suspend their studies must discuss this with the relevant Trainer and Assessor as well as the RTO Manager before completing and lodging a Suspension of enrolment Form. This form must be approved and signed by the RTO Manager for the suspension to be valid.

Suspension of enrolment will require the course end date to be extended which may be impacted by changes in training package requirements and/or a review of fees and charges. It may be more suitable to withdraw from a course and re-enrol at a later date. Refer to Fees and Refund Policy.

For more information on suspension of enrolment please contact Be Qualified to speak to one of our friendly staff members on 1300 153 276 or email us on [info@bequalified.edu.au](mailto:info@bequalified.edu.au)

Be Qualified may suspend a student from a course as a disciplinary action for breaching the Student Code of Conduct as outlined above. In this situation, Be Qualified will communicate this in writing and give the student an opportunity to correct their behaviour before a suspension is implemented. Refer to Student code of conduct in this Handbook.

For further information refer to the Student Behaviour and Misconduct Policy, Deferral, Suspension, Cancellation, Transfer Policy and Procedure available on Be Qualified website: [www.bequalified.edu.au](http://www.bequalified.edu.au)

## WITHDRAWING FROM A COURSE

A student may wish to withdraw their enrolment from a course for various personal, health or family reasons. Be Qualified requires the student to complete a Course Withdrawal Request Form which must be approved and signed by the CEO before it is valid. There are strict time frames for withdrawing from a course that will impact on refund of fees paid. For further information refer to Fees and Refund Policy.

## CANCELLATION FROM A COURSE

Be Qualified may initiate a student's cancellation from a course for one or more reasons:

- The student has breached the RTO's code of conduct on more than several separate occasions and there has been no improvement in the student's behaviour. Refer to Student code of conduct in this Student Handbook.
- The student has not paid their fees and has not made any arrangements with the RTO to pay the required fees.
- The student has not progressed in their course and/or has not attended the course over a period of time such as six month or more and is not contactable.

## DEFERRING AN ENROLMENT

In the event a student has enrolled in a course but has not yet started their studies they may request to defer the commencement date of their course due to unforeseen circumstances that are beyond their control. Be qualified will assess the student's circumstances to determine if, a deferral is warranted. Some reasons for a deferral to be approved include but are not limited to: extreme hardship, debilitating medical condition, death in the family. Full evidence including supporting documents to prove your circumstances will need to be submitted to the RTO Manager. Documents include medical certificates, letter from the medical specialist, death certificates and / or legal documents.

Students wishing to defer their studies must discuss this with the relevant the RTO Manager before completing and lodging a Deferral of enrolment Form. This form must be approved and signed by the CEO before the deferral is valid.

Deferral of enrolment will require the course start and end dates to be extended which may be impacted by changes in training package requirements and/or a review of fees and charges. It may be more suitable to withdraw from a course and re-enrol at a later date. Refer to Fees and Refund Policy.

For more information on suspension of enrolment please contact Be Qualified to speak to one of our staff members on 1300 153 276 or email us on [info@bequalified.edu.au](mailto:info@bequalified.edu.au)

## COURSE EXTENSION

Be Qualified students have seven (7) business days from the original end date of their course to apply for a course extension. This is done by completing and submitting the Course extension Application Form least seven (7) business days before their course expires including all relevant supporting documents. All course extension applications and supporting documentation must be emailed to The RTO Manager at [info@bequalified.edu.au](mailto:info@bequalified.edu.au)

Be Qualified may approve a course extension up to six (6) months from the original course expiring date when students are enrolled in a certificate or diploma course on the grounds of 'reasonable adjustment'. Circumstances for requesting to extending your enrolment to complete a course under 'reasonable adjustment' may include:

1. Needing extra time to accommodate learning needs
2. Medical, personal or family situations that are beyond your control

A maximum of one free course extension is permitted for up to six (6) months.

Course extensions under 'reasonable adjustment' do not include students who fall behind in their studies and need to catch-up due to lack of motivation or poor organisational skills. Although, Be Qualified will provide support to students to help them be focused and progress in their studies, in these cases Be Qualified will charge the student a fee to extend the expiry date of their enrolment. Please refer to the table below. A maximum of two (2) paid extensions is allowed per enrolment.

One (1) month extension	\$120
Two (2) months extension	\$210
Three (3) months extension	\$300
Four (4) months extension	\$360
Five (5) months extension	\$410
Six (6) months extension	\$450

Be Qualified will review a student's course extension application together with supporting documentation and make a judgement based on individual circumstances. Be Qualified has the right to reject a course application extension request.

A course extension will not be granted for short courses such as Responsible service of alcohol when attending either face-to-face/ classroom or online.

Be Qualified will take reasonable steps to remind students they are approaching the end dates of their enrolment. However, students who do not complete the course within the new agreed extension date and do not communicate with Be Qualified, will not be able to continue in the courses once their enrolment has

expired and will forfeit any fees paid. If Be Qualified, has not heard back from a student after (14) days business days from the last written communication sent to the student, their enrolment will be cancelled.

## BE QUALIFIED GUARANTEE

If for any reason Be Qualified is unable to fulfil its service agreement with a student, Be Qualified will refund the fees paid by student for any services not yet delivered. Be Qualified is committed to deliver quality training and assessment and will work with students who require individual assistance to successfully complete the training program. For further information refer to sections on Course Extension and Refund Policy in this Student Handbook.

Be Qualified will take all reasonable and practicable steps to ensure that it:

- Delivers training and assessment as specified in the information provided to students prior to enrolment and commencement of a course.
- Treats all students with dignity and respect.
- Provides a healthy and safe learning environment free from danger, abuse or harassment
- Provides all services within the timeframes as agreed. However, from time to time there may be a need to change timeframes to accommodate student and/ or RTO needs. In these circumstances students will be notified in advance of any changes and will not be disadvantaged by the change.
- Operates within the Be Qualified Terms and conditions.
- Deals with all students in a fair and ethical manner, recognising particular needs and circumstances including, but not limited to beliefs, gender identity, sexual preference, ethnic background, cultural and/or religious practices.
- Provides opportunity for feedback on services provided
- Provides access to student's own records on request.
- Provides all students with access to the complaints and appeals process.
- Issues appropriate certification documentation such as certificates and statements of attainment within prescribed timeframes of within 30 days after the last unit of competency has been deemed Competent for non-funded programs and within 28 for funded programs.

In the event Be Qualified is not able to provide training and assessment services to students it will ensure this is communicated as soon as practicable including any third-party arrangements or change in ownership.

Be Qualified will organise the transfer of students to the new RTO along with all necessary paperwork and student records as well as notify the regulator (ASQA) of the arrangement.



## FEES AND CHARGES

Please refer the Course Guide for each qualification for fees and charges relating to the specific course you are enrolling into.

## PAYMENT METHODS

Be Qualified offers various payment methods such as Cash, Direct Debit, Direct Bank Transfer and Credit Card.

Where a student chooses a direct debit option the student must complete a Direct Debit Request (DDR) Form and payments will be deducted unit your course fee has been paid in full.

Should you withdraw from a course you must notify Be Qualified in writing by completing the Course Withdrawal Request Form to stop any further direct debits as progress payments will continue to be deducted from your allocated account.

Be Qualified offers flexibility for students to pay their progressive payments either Weekly, Fortnightly or Monthly and number of payments and amount they make towards their course fees. This is informed and captured in the Student Payment Plan.

## TRAINING MATERIALS AND FEES

- Be Qualified fees include training and assessment resources necessary to achieve the qualification or course in which the student is enrolled unless stated otherwise in the Course Guide.
- Be Qualified will provide all training and assessment resources online through a Student Portal. Should a student wish to have these in hard copy, they will have access to a Pdf file where practicable and be able to print the resources themselves or pay Be Qualified a fee to have them printed. The fee to have these printed will depend on the amount of resources to be printed and will be listed in the
- Any additional/optional resources not covered in the course fees that are recommended but not required for the course such as reference books or membership fees to professional bodies, are not included in the course fees and will be an additional cost to the student should they wish to purchase these.
- Course fees include the cost of being issued of a certificate or statement of attainment and record of results. For additional copies or re-issuing of any of these documents Be Qualified will charge a fee of \$50 per request before the documents will be sent out.

## REFUNDS

- Students are eligible for a full refund where *Be Qualified* cancels or postpones the course prior to its commencement due to unforeseen circumstances. Students will be notified in writing as soon as practicable of the cancellation or postponement of a course.
- Students who wish to withdraw their enrolment before the commencement date of a course will be entitled to a 75% refund of the amount paid. The other 25% will be kept by Be Qualified as an administrative fee.
- Students who wish to withdraw from their course after the course has commenced (i.e. part way through a course) they are entitled to a refund on the units paid for but not started, less \$250 administrative fee. If a student has commenced a unit of competency but has not achieved competency they are not entitled to a refund.
- Students must complete a Course Withdrawal Request Form and email it to the RTO Manager at [info@bequalified.edu.au](mailto:info@bequalified.edu.au). The student's request to withdraw will be reviewed and the date of withdrawal approved before the refund amount is calculated. Be Qualified is entitled to retain fees for any component of the course completed up until the point of notification by the student cancellation. The refund amount must be approved by the CEO before the refund request is processed by accounts.
- Fee Refund Applications are considered on a case-by-case basis. Allowances may be made for withdrawals due to unforeseen circumstances beyond the student's control relating to personal, health or family reasons. Variations to the refund policy must be approved by the CEO.
- If a student is not satisfied with the amount being refunded they may lodge a complaint by completing Complaints and Appeals Form and emailing it to the RTO Manager at [info@bequalified.edu.au](mailto:info@bequalified.edu.au)
- In the event a student's enrolment is cancelled due to a breach of any of the above conditions, student fees paid will not be refund.

For more information on Refunds please contact Be Qualified to speak to one of our staff members on 1300 153 276 or email us on [info@bequalified.edu.au](mailto:info@bequalified.edu.au)

For further information refer to the section on Complaints and Appeals in this Student Handbook.

## COOLING-OFF PERIOD

- Students are entitled to a seven (7) day non-statutory cooling-off period to give them the opportunity to change their mind about their enrolment.
- The cooling-off period commences once the enrolment form has been signed and the course deposit has been made.
- It will end in 7 business days and/or Saturdays. Public holidays, bank holidays and Sundays are not included in the cooling-off period.

- If the student decided not to proceed with the enrolment, they need to submit a signed, written notice to the CEO within the cooling-off period.

## SUPPORT SERVICES

- Be Qualified Trainers and Assessors are available to provide general advice and assistance with matters such as studying, assessment task, language, literacy and numeracy matters as well as counselling services.
- Be Qualified Trainers and Assessors are able to provide students with some flexibility under reasonable adjustment to meet their specific training and assessment needs.
- Students requiring more specialised assistance will be referred to an appropriate external service. Any costs associated with the external service will be at the student's own expense.
- Should you require to discuss any matters relating to your studies, health and/or wellbeing please contact the RTO Manager for an appointment and referral to appropriate external services. Be Qualified will not charge for any referral to support services.

Below is a directory of support services available to you.

### **Lifeline 24/7** phone counselling service

13 11 14      <https://www.lifeline.org.au/>

### **Beyond Blue**

The Beyond Blue Support Service provides advice and support via telephone 24/7, daily web chat (between 3pm–12am) and email (with a response provided within 24 hours).

1300 224 636      <https://www.beyondblue.org.au/>

### **Department of Social Services**

A confidential national helpline for anyone in Australia who has experienced or been affected by sexual assault, domestic or family violence, and their non-offending supporters.

1800 737 732      [https://www.rape-dvservices.org.au /](https://www.rape-dvservices.org.au/)

### **Child Abuse Prevention Service**

Provides confidential national crisis line, offering support to parents and carers who feel they may be at risk of harming a child or know a child who may be at risk of harm.

1800 688 009      [https://www.capsau.org /](https://www.capsau.org/)

### Mental Health Crisis Assessment and Treatment Team

Home-based crisis assessment and treatment service. Accepts referrals from the triage assessment service and provides assessment, treatment and support to mental health clients with a moderate to severe condition.

1800 629 354      <https://health.act.gov.au/services/mental-health#aclxrs>

### Emergency 000

Police, Ambulance and Fire Service 24-hour emergency number. Dial and request the appropriate service

Dial 000

### Support Worker/Advice

Support workers are available if you do not want to go to hospital by yourself or, want help from someone other than a friend or family member or are ever unsure about what to do.

(02) 6247 2525      <http://www.crc.org.au/need-immediate-help.aspx>

### Continuous improvement

Be qualified, is committed to the continuous improvement of our training and assessment services, student services and management systems.

Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

## YOUR FEEDBACK

- Be Qualified, appreciates the feedback from you and welcomes to seek feedback at any time. This includes feedback received through the Complaints and Appeals process outlined above, both informal and formal as well as any surveys and questionnaires distributed by Be Qualified.
- Your feedback is very important to us and assists us in ensuring that our services meet your training and assessment needs. We use this feedback from students to contribute to our continuous improvement process. \\\

## COMPLAINTS AND APPEALS

- Be Qualified takes all complaints, grievances and appeals seriously.
- All prospective and enrolled students have the right to lodge complaints and appeals using Be Qualified's complaints, grievances and appeals process.
- Be Qualified has put in place complaints procedures that meet the requirements of "Natural Justice" as required by the RTO Standards 2015.
- All parties to the disagreement are given the opportunity to participate in the resolution of the matter.
- Anonymous complaints are not acceptable.
- Be Qualified's complaints process must be completed before lodging a complaint with ASQA.
- A student who has a complaint, appeal or grievance is advised to discuss the matter in the first instance with the relevant person (e.g. Trainer and Assessor, administrative staff, manager) who will attempt to resolve the issue. This is an informal discussion during which the matter could be resolved amicably.
- If the student is not satisfied with the response after speaking with the relevant person, they may lodge a formal complaint or appeal.
- Appeals and complaints may relate to academic as well as non-academic matters and decisions. Please refer to the specific details relating to the academic appeals process below.
- The student must document the issue or matter, clearly stating the facts, by completing the Complaints and Appeals Form and emailing to RTO Manager at [info@bequalified.edu.au](mailto:info@bequalified.edu.au) A student has up to twenty (20) days from the date of a matter arising (e.g., assessment result or incident) to lodge a formal complaint.
- Upon receipt of a written complaint or appeal, the RTO Manager will commence review the matter within ten (10) working days of receiving the email and will respond to the student in writing via email as soon as practicable.
- If a student is dissatisfied with the outcome of this outcome and wishes to appeal the decision made by an independent employee, they need to state the reasons for the appeal in writing and submit this appeal to Be Qualified CEO within ten (10) working days of the date of the RTO Manager's decision.
- Be Qualified CEO will review the case, ensuring that principles of fairness were adhered to. The student will be given an opportunity to discuss the case in person with the RTO Manager or CEO who will determine actions required. A copy of this decision will be given to the student. This process should not take longer than sixty (60) days.

## APPEALS PROCESS – APPEAL AN ASSESSMENT RESULT (ACADEMIC)

A student has a right to appeal against a decision made by a Trainer and Assessor.

Be Qualified maintains a supportive and fair environment, which allows training participants to appeal their assessments and recognition decisions. Appeals are ideally resolved as amicably as possible using the following academic appeal process.

**Step 1:** Discuss the matter with your Assessor and explain the reason why you believe the assessment outcome is unfair. This step is part of the informal complaints and appeals process and the matter may be resolved amicably. The discussion with the Assessor must occur within twenty (20) business days of receiving the final assessment outcome. If the student is not satisfied with the outcome of this discussion, they may Lodge a formal appeal against the assessment result.

**Step 2:** Lodge a written appeal to the RTO Manager by completing a Complaints and Appeals Form and email to the RTO Manager at [info@bequalified.edu.au](mailto:info@bequalified.edu.au) The RTO Manager will commence to consider your appeal and discuss the matter with the relevant Assessor within ten (10) working days of receiving your email.

The RTO Manager may contact you to discuss the matter further and you may be required to provide additional supportive evidence. A second Assessor may be nominated to re-mark your assessment.

**Step 3:** The RTO Manager will respond in writing via email to notify you of the outcome of your assessment appeal as soon as practicable.

If you are dissatisfied with the outcome of your formal appeal against an assessment result, you may lodge a complaint by completing the relevant section in the Complaints and Appeals Form and forwarding your complaint to the CEO via email to: [info@bequalified.edu.au](mailto:info@bequalified.edu.au) This must be done within ten (10) business days of receiving your written response from the RTO Manager.

The CEO will review your situation and provide you with a written response within ten (10) business days.

In relation to an assessment appeal and complaint about an assessment decision, the CEO's decision is final and no further internal appeal mechanism exists beyond this point in the process.

If, Be Qualified considers it will take more than sixty (60) calendar days to process and finalise the complaint or appeal Be Qualified will inform the student in writing of this, and provide an explanation why more than sixty (60) calendar days will be required.

If you are still dissatisfied with the outcome of your complaint regarding an assessment result, after you have exhausted all avenues of resolving the matter with Be Qualified by following the Complaints and Appeals processes outlined above you can contact the ASQA on 1300 701 801 or send an email to [enquiries@asqa.gov.au](mailto:enquiries@asqa.gov.au) For further information on ASQA's complaint process go to <https://www.asqa.gov.au/>

## COMPLAINTS – NON ACADEMIC

**Step 1:** If your complaint is regarding a fellow student or Be Qualified staff member, or any other person within the Be Qualified community, you should first discuss the matter with the student, staff member including administration staff or a trainer and assessor, to try to resolve the issue. If you are not able to resolve the matter, or it would not be safe/ not appropriate to do so please contact the RTO Manager. If the matter relates to the RTO Manager, please contact the CEO by sending an email to [info@bequalified.edu.au](mailto:info@bequalified.edu.au)

**Step 2:** If the matter is not relating to the RTO Manager and you are dissatisfied with the initial discussion with the relevant person, you may lodge a formal written complaint to the RTO Manager by sending an email to [info@bequalified.edu.au](mailto:info@bequalified.edu.au)

If, the RTO Manager cannot resolve the matter and /or the matter is relating to misconduct you may complete a Complaints and Appeals Form and email it along with all supporting documentation to [info@bequalified.edu.au](mailto:info@bequalified.edu.au)

You have up to twenty (20) business days from the date of discussing the matter with the RTO Manager to lodge your complaint. The RTO Manager will acknowledge receipt of your formal complaint via email and record the complaint in the Register of Complaints.

Be Qualified will commence the complaints process within ten (10) business days of you lodging the formal complaint together with all relevant supporting information. All reasonable measures are taken to finalise the process as soon as practicable.

**Step 3:** The RTO Manager will notify you via email of the outcome of your complaint and the steps taken to correct the situation.

**Step 4:** If, you are dissatisfied with the RTO Manager's decision you can email your complaint to the CEO. The CEO will acknowledge receipt of the formal complaint in writing and commence investigation into the matter within ten (10) business days. The CEO will review your situation and may contact you to discuss the matter further.

**Step 5:** The CEO will respond to your complaint in writing.

**Step 6:** If, you are dissatisfied with the CEO's response you may ask for your matter be reviewed by an independent mediator such as the local National Training Complaints Hotline (133873) or the Department of Fair Trading for review. If a student chooses to access the Complaints and Appeals processes, Be Qualified will maintain the student's enrolment while the complaints and appeals process is ongoing.

If Be Qualified considers it will take more than sixty (60) calendar days to process and finalise the complaint or appeal Be Qualified will inform the student in writing of this, and provide an explanation why more than sixty (60) calendar days will be required.

If you are still dissatisfied with the outcome of your complaint after you have exhausted all avenues of resolving the matter with Be Qualified by following the appeals and complaints processes outlined above you can contact the ASQA on



1300 701 801 or send an email to [enquiries@asqa.gov.au](mailto:enquiries@asqa.gov.au).

For further information on ASQA's complaint process go to <https://www.asqa.gov.au/>

## SAFETY

The Work Health and Safety Act is strongly enforced Australia wide. It means that you cannot be placed at risk through anything that you may be asked to do by Be Qualified. It is the CEO's as well as everyone's responsibility within the Be Qualified community to maintain a safe learning and working environment.

Should you be asked to do anything you feel is unsafe, you must:

- Stop.
- Advise the Trainer and Assessor of your concerns and do not proceed with the task.
- Stop anyone else with you from doing anything unsafe.
- Complete an WHS/ OHS Incident Report Form available on Be Qualified website [www.bequalified.edu.au](http://www.bequalified.edu.au) and email it to the RTO Manager on [info@bequalified.edu.au](mailto:info@bequalified.edu.au)

## COURSE COMPLETION

Students will not be issued a Certificate or Statement of Attainment if they do not have a Unique Student Identifier (USI).

Once you have successfully completed all of the units of competency required by your course, you will receive your Certificate in the mail.

The Certificate lists the qualification gained and all of the individual units that make up the subjects within the course. The RTO must issue your Certificate or Statement of Attainment within 30 days of all requirements of your course being met.

Certificates and Statements of Attainment will only be issued to the student has assessed as meeting the requirements of the units of competency that make up the course they are enrolled in according to the requirements of training packages listed on [www.training.gov.au](http://www.training.gov.au)

This is an important document and should be stored carefully. You will have to present it if you are applying for courses at any other Registered Training Organisation. It may also be required by an employer or other person.

## INCOMPLETE QUALIFICATIONS

If you are enrolled in a course consisting of more than one unit of competency and leave the course before completing all of the required units you can only be deemed competent in the units completed in full. For those units you will be

issued a statement of attainment in partial completion of the qualification.

If you are enrolled in a course that consists of a unit of competency such as the Responsible service of Alcohol and do not complete all of the required assessment tasks you are not entitled to receive a statement of attainment.

We hope this provided you with the information you required. If you have any further questions, you can contact us on details below

# be qualified

[www.bequalified.edu.au](http://www.bequalified.edu.au)  
[info@bequalified.edu.au](mailto:info@bequalified.edu.au)  
[admissions@bequalified.edu.au](mailto:admissions@bequalified.edu.au)

1300 153 276