



BRADFORD INSTITUTE OF
ADVANCED EDUCATION

LEARNER HANDBOOK

FIER ET SAGE

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The Bradford Institute of Advanced Education logo is an adaptation of our family crest. The name is recorded in English history long before 1066 and William the conqueror. Bradford adapted from Broad Ford literally means the family who lives by the broad reach of the river. There are writings about our ancestors using their knowledge of the river to assist others to cross and 100s of years later we carry on that tradition. The Bradford Institute exists to help people to get to where they are going.

It just fits so well with who we are, after all our family motto ***Fier et Sage***, is Latin for **“Proud and Wise.”**

We hope you will be proud of your achievements on your path to greater wisdom with Bradford Institute of Advanced Education.



FIER ET SAGE

A Message from the CEO

Thank you for choosing Bradford Institute of Advanced Education as your training provider and congratulations on taking this opportunity to learn and grow. Bradford Institute of Advanced Education prides itself on offering learners the best opportunity of success in their chosen qualification by designing and delivering training and assessment services to meet the needs of our learners, while satisfying the actual skilling requirements of industry.

Bradford Institute of Advanced Education retains the services of best-in-their-field trainers and assessors whose qualifications, work experience and training expertise make your training experience world class and relevant to today's workplaces. You will be furnished with the most up to date content delivered and assessed in a way that suits your particular learning context. Our trainers are selected from industry and they are experienced industry professionals with many years of experience across a range of roles. We are very selective as we believe in currency and quality of instruction. I encourage you to ask any of our trainers about their experience and you will hear stories from industry veterans with never any less than 10 years' experience in their given sectors. Our core criteria for trainers are legitimacy and credibility.

The purpose of this learner handbook is to provide you with all the information you will need for the successful completion of your learning. Your relationship with your facilitator is vital. If you have questions at any time regarding your course of study, your facilitator is your first point of contact. The administration team is also here to assist. They are available on 1300 008 775.

Bradford Institute of Advanced Education will support you throughout your training. It will be relevant, practical and focused on you achieving your desired outcomes. Our aim to be your learning partner to enable you to achieve whatever goal you have set and inspire you to reach further again. I congratulate you on your decision to obtain your nationally accredited qualification through Bradford Institute of Advanced Education.

We appreciate you choosing Bradford Institute of Advanced Education and will work with you to show that you made the right decision.

David J Bradford *Cert IV TAE, Dip Comm Serv, Dip Mgt, Dip Corr Adm, B Soc Sci, Grad Cert PSM, Grad Cert Ed (Voc), Grad Dip Comm Sect Mgt, Grad Dip Ed (Tert), M Corr Mgt, M Soc Sci (Crim), JP.*

Chief Executive Officer

About Us



Bradford Institute of Advanced Education started on the back of a successful consultancy and investigation firm from Brisbane Queensland in 2011. The DaV'ange Group is an ensemble of experienced senior level trainers, consultants, facilitators and investigators who service the Health, Community Services, Justice and Education Industries. The DaV'ange Group was founded by dynamic husband and wife team of David and Angela Bradford.

David is a leading Criminologist who is often consulted by radio and television presenters on a range of issues. There is a very good chance you will have heard him at some stage. He is a former senior public servant and former QUT lecturer with considerable profile across the his industry sectors. He has a career spanning almost 30 years in the Health, Community Services, Justice and Education sectors, after started out as Child Protection Officer in Inala. Angela is a former teacher who started her career in a remote Indigenous community of Yarabah and went on to run a number of successful businesses after a long career with Qantas.

David, is the former Director of Training for the Departments of Child Safety, Communities and Queensland Health and a former Director of the Community Services and Health Industry Skills Council.

At the Bradford Institute of Advanced Education. We take an active interest in the wellbeing and progress of our students. Ask for a student endorsement to find out. Our admin will happily refer you to one of our alumni.

We guarantee, you will find we are a little different to most education providers.

Our Difference

Unashamedly Student Focused

- We strive to exceed the standards
- You get your Trainer's phone number and direct email. None of this call center misery and waiting 3 weeks for an answer. We have a 48-hour response protocol. (We would like to be faster but let's face it, we can't take a call-in class)
- We have maintained our agreements with other providers to privilege student's choice and provide options to students. We are more interested in getting you to where you are going than protecting some corporate interest. If we don't have what you need, we will work with you to find it with one of our partners or an external provider.
- We flex to deliver training on your terms
- We may be able to come to you. Check out our Facebook page to see just how far we travel.
- We keep our prices down so you are not paying for our marketing with inflated fees
- Our RPL process helps you use the job you have to get the job you want.

Industry Expertise, Currency and Legitimacy

- Our trainers are industry experts, with no less than 10 years' experience in their respective sectors. Our trainers include Churchill Fellows, former University Lecturers, Industry Executives and award-winning staff who have industry currency.

We go the extra mile..... and then some.

- We have partnerships to help you take the next step. Whether its employment, or further study, we have partnerships in the industry to help you to get where you are going.
- Multi Modal Learning includes online, workbook, class-based training, mentoring and RPL. We do it all, and unlike most providers we allow you to flex and change to use each method to complete your studies.
- Completion support through case management. If you fall behind, we will allocate a senior manager to you who will work with you to get you through.
- We understand and address the obstacles to study. Don't be surprised if we get a little nosey. We know life can get in the way of your goals. We were all students once, many of us still are. So, we will help you with practical supports that support completion.

Your Facilitators

Bradford Institute of Advanced Education 's facilitators are highly qualified, with recognized qualifications and significant expertise in both teaching and industry. They draw on their experiences as professionals in their field to provide training that is engaging and relevant to today's workplace.

Facilitators use a range of techniques to support their experiential training methods including face-to-face training, self-paced learning, workplace learning, online learning, demonstration and practice and where applicable through recognition of prior learning (RPL). Additionally, where appropriate, learners can undertake their practice in simulated environments that reflect the workplace.

To ensure the most highly experienced trainers and assessors are working with you, Bradford Institute of Advanced Education will often work with contractors who still practice in their chosen profession as well as train and assess.

Bradford Institute of Advanced Education remains responsible for the quality of your training and assessment and the issue of your certificates upon successful completion. Any 'third party' trainer and assessor is bound by the same quality standards as Bradford Institute of Advanced Education .

Bradford Institute of Advanced Education Code of Practice

Our commitment to educational standards is reflected in the policies and practices of Bradford Institute of Advanced Education . They are adopted to maintain high professional standards in the management, marketing and delivery of training and assessment which safeguards the interest and welfare of learners and the public. We do this:

- By marketing the courses with integrity, accuracy and professionalism consistent with educational, cultural and regulatory systems.
- By ensuring that learners have access to adequate orientation, counselling and remedial education as appropriate, including an effective grievance mechanism. These arrangements will be sensitive to the cultural and special needs of learners from different backgrounds and may be delivered by third parties as appropriate.
- By acting with integrity in dealing with learners, past and present, and with the general public.
- By ensuring that the training venues are conducive to the success of each learner and that the learning environment is maintained to the highest standards.
- By ensuring that the training and assessment staff has the necessary qualifications, industry experience and instructional skills to effectively train and assess learners within specific courses.

- Bradford Institute of Advanced Education will ensure that the content of the course syllabus is relevant to the needs of individuals and that the theoretical and practical elements of the course directly relate to current industry needs.

Learners' Code of Behaviour

Rights and Responsibilities

The adult learning environment of Bradford Institute of Advanced Education encourages and supports the participation of people from diverse backgrounds. Our aim is for each learner to have an equal opportunity to learn in a supportive environment.

Learners' Rights

Bradford Institute of Advanced Education recognises that learners have the right to:

- Expect to receive training and assessment of a high quality that recognises and appreciates their individual learning styles and needs and that meets the Standards for Registered Training Organisations (RTOs) 2015
- Have access to all Bradford Institute of Advanced Education services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio- economic background, physical or intellectual impairment, and religious or political affiliation or any other reason.
- Have their prior learning, acquired competencies, and experience appropriately recognised in determining their requirements for training and assessment
- Be advised of the learning outcomes and prescribed assessment tasks for the training program of their choice prior to its commencement through the Learner Program Guide
- Appeal for a review of the results of an assessment as required
- Expect to achieve the published learning outcomes from their training program, if they, in turn, devote the necessary time and diligence to it and meet the requirements as set out in the relevant Learner Program Guide
- Learn from fully qualified, competent and diligent facilitators who observe their responsibility to address learners' learning needs, assist them to achieve the course outcomes, and assess their learners' work fairly and according to the Standards for Registered Training Organisations (RTOs) 2015
- Learn in an appropriately appointed, safe and clean learning environment, free of all forms of

- harassment and discrimination.
- Be treated with dignity and fairness
- Expect Bradford Institute of Advanced Education will be ethical and open in their dealings, their communications and their advertising
- Expect Bradford Institute of Advanced Education will observe their duty of care to them
- Efficient handling of administrative matters and in the processing of fees, concessions, refunds etc.
- Privacy and confidentiality, and secure storage of learner records in accordance with the organisation's policies, to the extent permitted by law
- Expect to receive their certification documentation within 30 calendar days of successful completion of all assessment requirements for the course and having paid all fees due to Bradford Institute of Advanced Education in full, consistent with Standard 3 of the Standards for Registered Training Organisations (RTOs) 2015.
- Expect prompt advice regarding changes to the program, course or trainer/assessors.

Learners' Responsibilities

Learners are responsible for:

- Understanding and accepting the enrolment conditions for the courses they undertake.
- Providing accurate personal information at time of enrolment, and to advise Bradford Institute of Advanced Education of any changes to their details including address or phone numbers as soon as practicable or within 14 days.
- Paying of all fees and charges associated with their course and providing their own course requirements as outlined in the Learner Program Guide where applicable.
- Not cheating or plagiarizing in course work or assessments submitted for assessment
- Recognising the rights of staff and other learners to be treated with dignity and fairness, and behaving in an appropriate and acceptable manner towards them in face to face sessions
- Ensuring they attend face to face classes sober and drug free
- The security of their personal possessions while attending a face to face course.
- Promptly reporting all incidents of harassment or injury to the Bradford Institute of Advanced Education Chief Executive Officer. CEO@BIAE.com.au
- Respecting Bradford Institute of Advanced Education property and observing policy guidelines and instructions for the use of equipment.
- Seeking clarification of their rights and responsibilities from Bradford Institute of Advanced Education administration staff when in doubt.
- The onus is on the learner to undertake the required research and study to be successful in their course.

Learner Disciplinary Policy

The learner disciplinary policy exists for the proper management of disciplinary issues. The policy is designed to ensure fairness and objectivity and its primary function is not intended as a form of punishment but as a means of providing learners with the opportunity to correct or modify their behaviour.

Bradford Institute of Advanced Education promotes an environment in which learners develop a positive and responsible attitude towards fellow learners, staff and the general work and learning environment consistent with workplace expectations. Disciplinary action will be taken when a learner's behaviour conflicts with the Learner Code of Conduct, according to the policies of Bradford Institute of Advanced Education. Your training team will be very keen to promote your capacity to operate in the workplace. We will assist you to meet the expectations of the workplace.

Bradford Institute of Advanced Education reserves the right to expel learners immediately depending upon the seriousness of the misconduct. Refunds are not payable in the event of expulsion for serious breaches of conduct.

Disciplinary Action Process:

1. Initially, the facilitator will discuss with the learner and add a note to the learner's file.
2. When behaviour continues to be unacceptable the facilitator arranges a meeting with the Chief Executive Officer or delegate.
 - a. Details of all disciplinary warnings and/or interviews will be recorded on the learner's file
 - b. The Chief Executive Officer counsels the learner on possible consequences of breaching the Learner Code of Conduct.
3. An action plan may be implemented for the learner to abide by in cases deemed necessary by the Chief Executive Officer.
4. Further disciplinary problems will be addressed by the Chief Executive Officer in consultation with the trainer.
5. An official warning letter will be issued by the Chief Executive Officer.
6. If the conduct of concern continues, the learner will be issued with a show cause letter/email and given 21 days to respond.
7. The CEO will review the response and make one of 3 decisions, implement a further student support plan, Suspend enrolment until appropriate intervention is implemented or expel the student by cancelling their enrolment.
8. If the student does not respond within 21 days, the CEO will proceed to decision.
9. Any refund is determined by the CEO in accordance with BIAE refund and disciplinary policies.

Qualification & Training Related Information: A - Z

Assessment

All assessments conducted by Bradford Institute of Advanced Education are completed in the following manner:

- The learner will be offered the opportunity for RPL.
- The learner will be briefed on the assessment process by their trainer and assessor and as relevant in the Learning Program Guide.
- The assessor and the learner will agree on a time and place for the assessment as appropriate.
- All learners will be given adequate input and time to develop the required skills and knowledge as laid out in the Learner Program Guide before they are assessed.
- All legal and ethical responsibilities and outcomes are outlined in this guide and the Learner Program Guide. Please discuss with your assessor if you are unclear.
- The learner will be advised of the outcome at the first available opportunity.
- The trainer will provide feedback on performance and discuss the content with the learner.
- The learner will have the opportunity to appeal the decision (refer to the Complaint / Appeal section of this booklet)
- All assessments conducted by Bradford Institute of Advanced Education will observe the following directives as required by the Standards for Registered Training Organisations (RTOs) 2015 and AQF standards
- **Competency Based Assessment** - Assessment must take place within a competency based assessment system within established procedures as defined in Standards for Registered Training Organisations (RTOs) 2015
- **Validity** - Assessment methods will be valid, that is, they will assess what they claim to assess
- **Reliability** - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context
- **Fairness** - Assessment procedures will be fair, so as not to disadvantage any learners. Assessment procedures will:
 - be equitable, and culturally and linguistically appropriate
 - involve procedures in which criteria for judging performance are made clear to all participants
 - employ a participatory approach
 - provide for learners to undertake assessments at appropriate times and where required in appropriate locations
 - Provide opportunities for reasonable adjustment in assessment.
- **Flexibility** - Assessment procedures must be flexible, that is, they should involve a variety of

methods that depend on the circumstances surrounding the assessment

- **Recognition of Prior Learning** - Individuals seeking RPL will be able to access an RPL process as described in our Recognition of Prior Learning Kit

Assessment Reasonable Adjustments

From time to time, Bradford Institute of Advanced Education will encounter learners with specific needs and will make all **reasonable** adjustments to ensure that the learner is able to equitably participate in the training and assessment and have equal opportunity to complete the training. To this end Bradford Institute of Advanced Education may customise certain aspects of training and assessment to be equitable.

Bradford Institute of Advanced Education has given a commitment to ensure equity in training and will honour that commitment where it is reasonable as determined by the respective facilitator.

Assessment and Flexible Learning Procedures

Bradford Institute of Advanced Education will offer flexible delivery and assessment options to suit the needs of individual learners wherever possible. These include:

- alternative course time and dates where appropriate
- a second assessment of competencies which were not achieved at first assessment
- a range of delivery and assessment options

Assessment Criteria

Assessments should provide the opportunity for learners to be informed of the context and purpose of the assessment and the assessment process.

This will include but will not be limited to information regarding assessment methods and alternative assessment methods if required to accommodate special needs or circumstances.

Learners will be fully informed regarding assessment processes, the number and types of assessments, and their due dates. As many learners are engaged in progressive start courses, assessment due dates are individualised and are to be agreed with your assessor.

Staff are available to discuss the outcomes of the assessment process and guidance on future options.

Re-assessment is available and should be discussed with your assessor with times and dates negotiated on an individual basis.

All assessments must be completed within the bounds of your enrolment as described in your Learner Program Guide. Re-enrolment fees may be payable if you need to stretch your enrolment beyond

these bounds. Please discuss your particular circumstances with your assessor or with the Administration Officer.

Re-assessments may also occur as a result of a formal appeals process. See further details in the Complaints and Appeals policy.

Appealing against Assessment Results

Any learner who believes that the result of an assessment or unit of competency does not fairly reflect their achievement has the right to an appeal. In the first instance speak with your assessor. If an agreement cannot be reached, an impartial assessment of your work will be undertaken.

Please note that all appeals must be lodged within two (2) weeks of the result being provided.

If you are assessed as Not Yet Competent (NYC), you will be given an opportunity to develop further skills and knowledge and to resubmit your assessment. You will be granted two re-sits for assessments considered NYC.

Please refer to the Complaints and Appeals policy and Procedure below.

Academic Misconduct and Plagiarism

Misconduct or plagiarism occurs when you reproduce someone else's words, ideas, or findings and present them as your own without proper acknowledgment. It includes attempts by learners to cheat or act dishonestly in an examination, test, assignment, essay, or any other assessment task. Providing evidence in an RPL process that is proven not to be the work of the submitting student.

Please refer to the Harvard Referencing System for guidance on how to appropriately acknowledge sources of information that you have used in preparing your assessment tasks.

Learners who are found cheating or guilty of plagiarism in any form of assessment will be deemed **Not Yet Competent** for the relevant Unit of Competency.

All cases of cheating or plagiarism are recorded in the Learner's file and remain permanently on the record. Learners found cheating will receive a formal written warning from the Administration Officer. Learners have a right to appeal the allegation.

Continued academic misconduct or involvement in plagiarism will result in expulsion the Bradford Institute of Advanced Education. Please refer to the refund information in this handbook for further information.

Attendance and Scheduling

Learners are expected to attend 100% of their timetabled classes and workshop training sessions. Failure to attend may result in a learner compromising their ability to achieve competency or to successfully complete their studies.

Please talk to your trainer and assessor about your particular circumstances and where possible, Bradford Institute of Advanced Education will offer make up classes and/or provide class notes.

Absenteeism

Please discuss any proposed absenteeism with your facilitator to make alternative arrangements for study and/or assessment. In the event of ill health and repeated absences, a doctor's certificate may be required. Please talk to your trainer and assessor about your particular circumstances.

Client Information, Enrolment and Induction and Orientation Procedures

Prior to enrolling or commencement of your studies, Bradford Institute of Advanced Education is bound to provide you with sufficient information for you to make an informed decision regarding your course of study and accessing any available government funding.

These documents may include:

- Course Brochure
- Funding Eligibility Form
- Funding Eligibility Fact Sheet
- Unique Student Identifier Information
- Concessional Student Declaration Form
- Learner Program Guide
- Student Handbook
- Finance Forms

For classroom-based delivery, demand is often very high and places are limited. Learners will be accepted into limited places on a first in basis. As demand grows, further classes may be offered. We are here to help. Please talk to the Administration Officer about your particular circumstances.

Should you decide to join the course, you will be sent:

- An enrolment form
- This Learner Handbook
- The Learner Program guide
- Finance forms

Learners who are enrolling in a course at Bradford Institute of Advanced Education must first read this Learner Handbook. Learners should also read our Refund Policy carefully. You will be asked on your enrolment form to confirm that you have read and understood it.

Please submit your fully completed enrolment form and your deposit to the addresses below. Also send through any other documentation such as certified copies of academic reports that may assist us in assessing whether credit transfers and/or RPLs of units of competency are due can also be forwarded.

Once we have received and processed your documentation and payment, we will contact you as soon as possible to confirm your enrolment.

By post: PO Box 25 Woody Point QLD 4020

By email: info@BIAE.com.au.

In person: To your designated workplace training co-ordinator or trainer for later processing

PLEASE NOTE: The Website/brochures and this handbook should not form the sole basis of your decision to study with BIAE. Speak to us before making any decisions 1300 008 775.

Upon enrolment you will sent:

- Your facilitators contact details
- Student login and passwords as appropriate
- Relevant training materials pertinent to your circumstances.

Course Delivery

Bradford Institute of Advanced Education will:

- provide, prior to course commencement, the Learner Program Guide containing information about your specific course, the program of study and other relevant information
- ensure that training and assessment occurs in accordance with the requirements of the course and the Standards for Registered Training Organisations (RTOs) 2015
- ensure that national guidelines are followed when customising courses to meet the needs of particular clients
- obtain written permission from course copyright owners prior to course delivery to use and, if required, customise accredited courses as applicable
- ensure that all courses on the Bradford Institute of Advanced Education Scope of Registration reflect currently endorsed Training Packages

Course progress

Your facilitator/s will monitor your progress and will provide feedback to you on a regular basis. The feedback may include one or more of the following:

- Assessment and comments on assignments, project reports or exam papers where applicable
- A written evaluation sheet
- Oral feedback on your overall performance

Please do not hesitate to contact the Bradford Institute of Advanced Education team to discuss any concerns you may have with progress or completion. Allowable adjustments can be made and support is available to assist you to complete your studies.

If you are not satisfied with the feedback given on your work, you can discuss this with your facilitator individually. If you are still not satisfied, please refer to our Complaints and Appeals Process. In cases where you are unable to satisfy an element of a unit a supplementary assessment may be provided to assess only that element.

Course award

On successful completion of your course, you will receive:

- A *Certificate* (testamur) with the applicable qualification level if you have successfully completed **all** units for the qualification.
- A *Statement of Attainment* if you have successfully completed **only some** of the units of competency in the qualification
- An Academic Transcript that details every unit you have completed and the appropriate result

All Certificates must be sent to the address Bradford Institute of Advanced Education has on your enrolment form. Please ensure this is correct at the time of completion. Should you wish your Certificate to be delivered to a third party (for example, your employer) Bradford Institute of Advanced Education must have your written approval to do so. You may be asked to complete a consent form.

Please note that certificates issued for **Non-Accredited** Short Courses will be *Certificates of Attendance* and will not display the Nationally Recognised Training symbol, nor are they recognised through the Australian Qualifications Framework.

Only nationally recognised competencies and qualifications will display the Nationally Recognised Training symbol.

Change to enrolment/ personal details

It is important that our records are accurate and up to date. Should you change your name, address or any other details during your period of study, please notify Bradford Institute of Advanced Education staff as soon as practicable.

A Change of Personal Details form is available however email and phone advice are also acceptable. In the event that you phone in a change of details, Admin may complete the Change of Personal Details form on your behalf and then send it to you for signature. Forms can be accessed by contacting Bradford Institute of Advanced Education by phone or email. info@biae.com.au or 1300 008 775

This will ensure that any correspondence we send you, including your certification documentation is received safely.

Feedback

Bradford Institute of Advanced Education has a quality and continuous improvement policy. This can only be achieved with the help of feedback received from clients and learners. We urge you to speak with your facilitator or any of the Administration team if you have feedback for us. The CEO can also be contacted via CEO@BIAE.com.au.

You are invited to use the Learner Feedback Form to provide us with your views. This form enables you to officially notify us if you would like to comment on what we have done well and what we can improve on. Your suggestions and comments are welcome and will be discussed by Bradford Institute of Advanced Education Directors

who take Learner Feedback into consideration when making management decisions.

Language, Literacy and Numeracy Assessment (LL&N)

When you commence the enrolment process you will participate in a pre-enrolment discussion where we will compile an upfront assessment of need. This assessment will help us to determine if you;

- Are studying at the most appropriate AQF level for your abilities
- Are studying the most appropriate qualification for your intended vocational goals
- Are likely to require additional or specialised support to complete your studies

A non-intrusive, language, literacy and numeracy (LLN) assessment may be required for the purpose of identifying special needs of learners. A LLN assessment is not required for every enrolment. For more information refer to the federal regulators position on LLN assessments Clause 1.7 of the standards for RTOS <https://www.asqa.gov.au/standards/chapter-3/clauses-1.7-5.4-and-6.1-6.6>

This assessment enables Bradford Institute of Advanced Education to address specific learner needs and tailor the training program and/or assessment process to best meet those needs. Where necessary, adjustments to the methods of training delivery and/or to the assessment process can be made, so the learner is supported and has a reasonable chance of success in their training.

For those learners participating under Commonwealth and/or State traineeships, an LL&N assessment is mandatory.

Please let your trainer know if you feel you will need assistance with language, literacy or numeracy. If you have indicated a special need on your enrolment form, you will be contacted by the Administration Officer to discuss further and your facilitator will be advised. Bradford Institute of Advanced Education is committed to assisting you achieve your learning outcomes.

Learner Support

We understand that there may be times when personal issues may affect your ability to undertake your training. Please talk to your facilitator in the first instance if you want to seek support. You can always contact the Admin Officer or trainer also who will be able to link you with appropriate internal or external contacts who can assist you.

At Risk Students

Our student at risk committee meets every month to discuss students who may be at risk of non-completion. We are proud of our very high completion rate and we are dedicated to enabling you to reach your goals. Students become eligible for the at risk committee review if they;

- Fall behind in their studies
- Miss more than 2 deadlines for submission
- Advise their trainer they are having issues that could impact upon course completion
- Cease contact with BIAE for a period of more than 12 weeks
- Encounter a life event that may impact upon their studies

We understand, life circumstances can change, and these are at times beyond a student's ability to predict or control. Identification as an at-risk student is not to be viewed as a negative but rather an indication of the need for additional support. The at-risk committee will develop a Student Support Plan to increase the supports necessary to enable the student to progress. Supports may include;

Learning support tutoring

LLN support

Deferment of the program (usually in the case of illness or traumatic life events)

Alternate assessment

Referral to support services at no charge to the student

Materials, Texts & Personal Equipment

Course materials are provided by Bradford Institute of Advanced Education to the learners in relation to their studies.

Some text and references may be mandatory, and some recommended by the training staff. If the texts and references are mandatory, it will be clearly outlined in the Learner's Program Guide whether their cost was included in the enrolment fee or whether this would be an additional expense to the learner.

If the text and references are recommendations only, purchase is optional and not necessary for the completion of the course.

Bradford Institute of Advanced Education does not accept responsibility for the loss or breakage of a learner's personal equipment.

Payment Plans

Payment plans are available for all courses. Please speak with an Admin Officer or contact us at info@BIAE.com.au for assistance. While Bradford holds vendor status with HUMM and Pay Advantage, we provide these services for students with no warranty or endorsement. Should a student wish to use these services they do so in their absolute discretion and BIAE will not be liable for any harm that arises from this separate financial relationship.

Recognition of Qualifications and Competencies Issued by other Training Providers

You should not be expected to repeat learning for which you have already been deemed competent.

If you have already completed any nationally recognised units of competency relevant to your current course through another training provider, Bradford Institute of Advanced Education is bound to recognise them.

You need to provide Bradford Institute of Advanced Education with a certified copy of the Statement of Attainment (a summary of competencies completed) so that your credit transfer/s can be assessed by a trainer/assessor and applied by Admin staff.

When they are current units of competency as listed on www.training.gov.au, the process is straightforward, and the outcome is that you are not repeating units that you have already completed.

When units are outdated or the results are from another AQF authorising institution like a university, a comparison between the unit of study you are resulted for and the unit you are seeking credit must be conducted to determine equivalence. The student is responsible for providing all information to allow an assessor to compare the content of the unit you are resulted for and the unit for which you are seeking credit.

The RTO is bound to authenticate the validity of documents that you provide when seeking credit transfer.

Bradford Institute of Advanced Education is not obliged to issue a qualification or statement of attainment that is achieved wholly through recognition of units and/or modules completed at another RTO or RTOs.

In some cases, licensing or regulatory requirements may prevent a unit or module being awarded through a credit process.

Note that providing credit for previous studies is not a recognition of prior learning (RPL) process. RPL is a form of assessment of the competence of a person, while providing credit is recognising the equivalence of studies previously undertaken and completed successfully.

PLEASE NOTE: Responsible and accurate application is a VET technical process. Versions, amendments and release number will impact credit assessments. Trainers will not attempt to reconcile credit in class. This must be done on application at enrolment. Please appreciate this process does take time.

Recognition of Prior Learning (RPL)

RPL is an assessment process which recognises an individual's prior learning achieved through formal and informal training, work experience or other life experiences. You may be eligible to gain exemption from units of competency in your course through RPL.

A qualified assessor organises this through either a structured evidence collection and interview process or an assessment only procedure.

While Bradford Institute of Advanced Education staff may be able to make suggestions and give advice, the onus is on learners to complete the appropriate application form(s), assemble the necessary documentation and submit the application(s).

The results of an RPL application may be:

- That you are exempted from studying the unit/s of competency and on your statement of results it is noted that the unit/s was completed through an RPL process.
- That you are required to undertake some gap training and/or assessment as provided by your assessor when it is found that your evidence does not fully support an RPL.
- That your RPL application is rejected and you are required to train and to be assessed in the unit/s.
- You may be required to undertake some supplementary assessment to demonstrate required performance evidence of meet the requirements of certain elements of a unit.

Talk to your trainer or the Administration Officer if you would like more information about RPL or if you would like to lodge an application.

Vocational Education & Training

Your course has been drawn from a National Training Package. Training Packages include:

- industry course standards; these are the standards each industry requires its workers to have
- the different national qualifications a person can receive when they are assessed against the standards
- guidelines for assessing competence in the industry

Someone who is competent has the required knowledge and skills and can apply them effectively in the workplace.

Courses are comprised of a combination of core and elective units of competency to be completed within a theoretical and practical workplace application. Learners will be required to complete the required number of compulsory and elective units as indicated in the individual course.

All of our courses are specifically designed to meet the needs of Australian industry.

You will be assessed against the defined national standard. For more information on how these standards are developed please refer to <https://www.aisc.net.au/content/skills-service-organisations>

Vocational Placement

Some qualifications have a specified vocational experience requirement. That is, to be deemed competent in particular units of competency, the learner must provide evidence of experience in a relevant workplace setting in the tasks as specified in the unit. BIAE has strong links to industry. We maintain these links through robust relationships and a commitment to quality. You are a beneficiary of decades of networking and relationship building. Please recognise this while on placement and appreciate your conduct may effect future opportunities for other students. While in placement both the host agency and BIAE code of conducts apply.

Learners are encouraged to seek out their own opportunities as this often serves as a 'long term job interview.' That is, by demonstrating to the potential employer your skills and abilities over time while undertaking your vocational placement, you have a competitive advantage over other job candidates should a vacancy arise.

In the event that you cannot find your own vocational placement, Bradford Institute of Advanced Education will seek to assist you for a fee as specified in the fees schedule. Learners must make themselves available to undertake vocational placement to suit the needs of the host organisation. In some industries, this might include any day of the week and might include hours of work with start times as early as 6:00am and finishing times as late as 11:30pm, or night shifts may be available. Bradford Institute of Advanced Education will endeavour to work with learners to find suitable vocational placement opportunities as required.

Both the course brochure and the Training Program Guide specify the mandatory work experience requirements of particular units, if applicable.

If you have organised your own vocational placement, you will need to advise your facilitator of the sponsor organisations details as well as the contact person. The organisation will need sign a letter stating the number of work placement hours you have completed and that letter/s forms part of your assessment for the specified unit.

The template letters are available from your facilitator or from info@BIAE.com.au.

INSURANCE

Where a learner undertakes unapproved work experience, all insurance matters are their personal responsibility and that of the host organisation's worker's compensation. If Bradford Institute of Advanced Education organise the vocational placement, the learner is insured under Bradford Institute of Advanced Education insurance. All placements must be approved by BIAE.

TRANSPORT

Learners undertaking work experience or vocational placement are responsible for transportation to and from the venue. If this becomes a barrier, please consult your trainer.

GENERAL

Learners are responsible for:

- Conducting and presenting themselves in a professional and ethical manner at all times
- Obeying the reasonable instructions of the persons supervising their vocational placement
- Obeying organisational policy and procedures
- Their own personal safety and that of others (Duty of Care)
- Provision of suitable work clothing, if this is a barrier, discuss this with your trainer. You may also like to utilise the services of <https://brisbane.dressforsuccess.org/>

Upgrading to a Higher Level Course

Occasionally, learners may wish to upgrade their studies from the course in which they have enrolled into a higher level course. Should this be relevant for you, please raise this issue with your facilitator in the first instance and with the Administration Officer as required. New enrolment forms will be required as may RPL applications or other documentation. Where possible, approval will be granted.

It is possible to downgrade to a course lower than the level into which you have enrolled. Any learners finding that they are unable to complete their current course for any reason should read the Refund Policy carefully before making any decisions and discuss with the Administration Officer.

Bradford Institute of Advanced Education is responsible for ensuring that you have the necessary abilities to reasonably complete a course of study at the required level before you are enrolled into that course. By accepting your enrolment, you acknowledge that both you and Bradford Institute of Advanced Education have deemed that with due application and diligence to study that you could successfully achieve the qualification into which you were enrolled.

Withdrawals and deferrals

In the event of two missed attendances at scheduled classes without prior notice and/or after 5 repeated failures of contact by your facilitator, Bradford Institute of Advanced Education will assume you have withdrawn from the course.

If you wish to defer your course you are required to submit the request in writing to the Administration Officer. A deferral may be awarded on an individual basis. Please contact your facilitator to discuss your circumstances.

As a general rule, no refund will be payable after the cooling off period of 5 days if the course has commenced and you withdraw, however, exceptions will be considered on a case-by-case basis.

Please contact student administration to discuss your circumstances.

Status: Published

General Administration: A to Z

Application of Bradford Institute of Advanced Education Conditions

These conditions apply to every learner undergoing a course at Bradford Institute of Advanced Education .

A condition of acceptance for training and assessment is that, upon enrolment, each learner is to sign a copy of these conditions. This appears on your enrolment form. In doing so, the learner undertakes to obey the conditions whilst a learner of Bradford Institute of Advanced Education .

The conditions have been designed to ensure that every learner fairly receives the utmost benefit from Bradford Institute of Advanced Education . Also, the conditions are to ensure the maintenance of the high professional standards Bradford Institute of Advanced Education .

In addition, the conditions are intended to promote harmonious relations between the staff and learners, and among learners.

The Chief Executive Officer of Bradford Institute of Advanced Education reserves the right to arbitrate on the interpretation of any condition in case of any contention about the meaning or application of a condition.

Accessing Information

Policies and Procedures

The policies and procedures about which you should be aware are contained in this Handbook.

More broadly, Bradford Institute of Advanced Education has a number of other policies and procedures ensuring effective governance of the RTO. Learners can access these additional policies and procedures by contacting the Administration Officer. Should you require any information, or a copy of a policy or procedure please contact any of the Bradford Institute of Advanced Education staff via phone or email. Copies will be supplied to you free of charge. Call 1300 008 775 or email ceo@biae.com.au

Learner Training Records

Access to individual learner training records must meet Commonwealth and State Privacy legislation and will be limited to:

- individuals wishing to access their own personal records
- individuals authorising releases of specific information to third parties in writing
- Bradford Institute of Advanced Education staff who require this information as part of their job role
- Officers from ASQA or their representatives for activities required under the Standards for Registered Training Organisations (RTOs) 2015 and funding bodies
- legal requirements (e.g. subpoena/search warrants/social service benefits/Evidence Act).

Learners wishing to access their records may do so in writing to the Administration Officer and include proof of identity.

Records will not be released without your written consent. Requests by family, employers and other parties will be refused without written consent from you.

Access and Equity

Bradford Institute of Advanced Education will provide people with the opportunity to access, participate and successfully achieve outcomes in vocational education and training. Our access and equity policy represents commitment to maximise access, participation and outcomes for all people involved in our education and training programs.

Bradford Institute of Advanced Education are able to provide support and counselling services when necessary. These support services may be provided by a contracted third party provider. Support will vary between individuals but may include simplifying the language used, offering alternative methods of assessment, referral to appropriate books and websites for information to assist with learning or other external agencies as identified.

Where a learner is identified as having special needs they will receive regular contact from the facilitator. The learner should contact the Administration Officer at any time that they feel extra assistance would be helpful. All enquiries and requests for extra support or assistance will be followed up.

Consumer Rights

All consumers of products and services are protected under Australian law. Please refer to the website below to familiarise yourself with your consumer guarantees.

<https://www.accc.gov.au/consumers/consumer-rights-guarantees>

Additionally each State and Territory has its own consumer protection legislation, some specifically with regard to training courses. You should familiarise yourself with your rights including cooling off periods where applicable.

QUEENSLAND:

<http://www.qld.gov.au/law/your-rights/consumer-rights-complaints-and-scams/buying-products-and-services/training-courses/>

NEW SOUTH WALES & AUSTRALIAN CAPITAL TERRITORY:

http://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/consumer_protection_strategy.pdf

VICTORIA:

<https://www.consumer.vic.gov.au/>

SOUTH AUSTRALIA:

<https://www.sa.gov.au/topics/citizens-and-your-rights/consumer-rights>

Status: Published

WESTERN AUSTRALIA:

<https://www.commerce.wa.gov.au/consumer-protection>

NORTHERN TERRITORY:

<http://www.consumeraffairs.nt.gov.au/ForConsumers/ConsumerRights/Pages/default.aspx>

Computer Access

Where applicable for classroom delivery and/or assessment, each learner will be issued an access code for the wireless network for course related purposes. It is the learner's responsibility to ensure all essential work is backed up to prevent loss of work.

Course Cancellation/Business Interruption

Bradford Institute of Advanced Education will make every effort to provide training and assessment services as described in the course brochure and according to the Standards for Registered Training Organisations (RTOs) 2015.

In the event that Bradford Institute of Advanced Education terminates an arrangement early and/or fails to provide the agreed services, remedies are available to the learner as set out below.

Bradford Institute of Advanced Education reserves the right to cancel courses, change the schedule of courses, alter the fee structure or change the delivery location. Learners will be given as much notice as possible prior to any changes via email, phone or letter. Every effort will be made to avoid disrupting a learner's progression through their qualification.

In the event that Bradford Institute of Advanced Education changes ownership or enters into new third-party agreements, affected learners will be advised as soon as practicable as to possible impacts on the learner.

In the event that Bradford Institute of Advanced Education or any third party delivering on its behalf ceases operations either entirely or for any part of a training product, Bradford Institute of Advanced Education will make every effort to transition enrolled learners into similar courses within Bradford Institute of Advanced Education or to other RTOs with the same course on their scope of registration. In the event that there are no RTOs with the same course, enrolled learners will be refunded their course fees proportionate to that which has already been delivered and assessed.

The calculation for this refund will be the course fee divided by the number of units in the qualification and multiplied by the number of completed units.

In the unlikely event of the RTO ceasing operations, Statements of Attainment and/or Certificates and Academic Records will be issued as appropriate to all enrolled students who have been assessed as competent in any unit/s of competency.

Emergency Evacuation Procedure

For face to face training sessions, at the beginning of each class, learners are asked to familiarise themselves with the evacuation routes and assembly points for the training venue. Should evacuation be necessary, all learners are required to assemble in the nominated Assembly Area to allow the facilitator to call a class roll.

Funding Support

Funded Training

Bradford Institute of Advanced Education will make every effort to advise a potential student regarding any government subsidy that may be available to the learner to support the cost of their training. In the event that a particular course does not attract government subsidy, or the learner is ineligible, the learner pays the full course fee.

Each government funded training support program carries its own eligibility criteria and RTO reporting requirements. Additionally accessing some funding may prevent you from accessing further training funding in the future. Before you enrol in any government funded course, you should be aware on the impacts including whether or not the funds must be repaid and if so, the repayment conditions.

Bradford Institute of Advanced Education does not offer VET Student Loan funded training. If you are advised regarding being eligible for a subsidised course, you will be provided with information relevant to the particular funding program so that you are fully informed prior to enrolment.

VSL STUDENTS NOTE: If you are transitioning as a displaced student from a VSL provider you need to satisfy yourself as to the impact of enrollment with BIAE in terms of any GOVT compensation schemes you may be eligible for. For more information please refer to:
<https://www.asqa.gov.au/topic/provider-closures-students>

Government Training Entitlements

Each State and Territory and the Commonwealth of Australia has its own government training entitlements and training subsidy schemes. Before enrolling in any course of study with Bradford Institute of Advanced Education, learners are obliged to familiarise themselves with the implications of their decisions regarding training entitlements or subsidies.

Additionally, each State and Territory and the Commonwealth of Australia has its own State Training Authority website from which learners can access information. Additionally, Centrelink can provide guidance on your particular circumstances.

Please talk to the Administration Officer should you have any queries and you will be directed to the appropriate authority.

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You will be sent brochures along with other enrolment documentation relevant to the training entitlement for which you are considering applying.

Student Contribution Fee

The Student Contribution Fee is as stated in the brochure.

Certegy Ezi Pay has become HUMM

While Bradford holds vendor status with HUMM and Pay Advantage, we provide these services for students with no warranty or endorsement. Should a student wish to use these services they do so in their absolute discretion and BIAE will not be liable for any harm that arises from this separate financial relationship.

Bradford Institute of Advanced Education is a vendor with HUMM so you can study now and pay later with no interest ever. This is a payment option available to eligible students who are

Over 18 years of age

Australian Citizens

Permanent Residents

Working 38 hours a week

If you are a veteran or a pensioner you may also be eligible

Email Info@BIAE.com.au or call 1300 008 775 for more details.

Exemptions

Some learners are eligible for partial and full exemption. Please talk to the Administration Officer about your particular circumstances and complete a Concessional Student Declaration form.

Other exemptions apply to the payment of co-contribution fees. Please talk to an Admin Officer about your particular circumstances.

You will be required to provide specified evidence should you wish to claim an exemption.

Intellectual Property

The learner agrees that all intellectual property rights in material provided to the learner such as manuals and teaching materials belong to Bradford Institute of Advanced Education.

Bradford Institute of Advanced Education grants the learner a royalty-free license to use this material for personal use only.

In particular, the learner must not copy or distribute the material to others or use it for commercial purposes other than as a personal reference. This clause shall survive the termination or completion of your study with Bradford Institute of Advanced Education.

Storing Personal Information

Your privacy is respected by Bradford Institute of Advanced Education. When enrolling in a training program, you will be required to complete a number of forms.

Bradford Institute of Advanced Education ensures that, except as required under the Standards for Registered Training Organisations (RTOs) 2015, or by law, personal information about you will not be disclosed to a third party, with the exception of third party trainers and assessors as advised, without your written consent.

Bradford Institute of Advanced Education stores personal information in both paper and electronic form with hard copy information kept under locked security. Personal information stored on computers or mobile devices is password protected.

Learners may access their personal information at any time by writing a letter/email of request including proof of identity to the Administration Officer. If you feel there has been a breach of privacy regarding your personal details, course progress or course results, please follow the process outlined in the Complaints and Appeals Policy and Procedure section of this handbook.

Fees, Charges and Refunds

Payment of Fees

In some cases, your course fees will be paid for by your employer and arrangements exist between Bradford Institute of Advanced Education and your employer to ensure all fees are paid prior to the certification documentation being issued to you.

In the event that you are personally responsible for the payment of your course fees:

- All course fees and payment installments are found on marketing brochures
- Course fees can be paid by direct deposit
- Receipts will be issued on payment of fees
- Where applicable, tax invoices will be sent when fee installments are due

No certification documentation will be forwarded until all fees are paid in full.

Learners whose fees are in arrears of the scheduled payment points may have their enrolment suspended or cancelled unless prior arrangements have been made.

Please speak with the Administration Officer about your particular circumstances.

Fees in Advance

The Standards for Registered Training Organisations (RTOs) 2015 state that the RTO must meet the requirements set out in the Requirements for Fee Protection. In the case where an individual learner is paying for their own training, the total amount to be paid will not exceed \$1,500.00 at the time of the enrolment in the course.

Further fees will be invoiced in amounts not exceeding \$1500 in advance of the training as the course progresses until the full course fee is paid. Course fees must be paid in full before course certification is issued to eligible learners.

This applies to learners paying their own fees and does not apply in the event of your employer paying for your training.

Bradford Institute of Advanced Education has appropriate safeguards and fair options in place for any monies paid in advance and these funds are not used until courses and/or units have commenced.

Fees and Refund Policy

Fees are levied on all courses, details of which are contained in the relevant course brochure. Bradford Institute of Advanced Education has appropriate safeguards and fair options in place for any monies paid in advance and that these funds are not used until courses and/or units have commenced.

Bradford Institute of Advanced Education guarantees that once a learner has commenced a course, the learner has every opportunity to complete the course, however, circumstances arise that may require a refund of fees paid.

The below outlines the most common circumstances for requests for a refund:

WITHDRAWAL DUE TO ILLNESS

If you withdraw from a course due to illness, (verified by a medical certificate), Bradford Institute of Advanced Education will refund any course fees proportionate to that which has already been delivered and assessed.

The calculation for this refund will be the course fee divided by the number of units in the qualification and multiplied by the number of completed (resulted) units.

WITHDRAWAL FOR OTHER REASONS

Should you withdraw after the cooling off period of 5 days and after commencement of the program for any reason other than illness; you will forfeit 50% of all fees already paid. Payment installments after you have withdrawn will cease.

FAILURE TO COMMENCE THE PROGRAM

You will forfeit 25% of all fees paid to date to cover administration fees.

ENROLMENT CHANGES

If you wish to change an enrolment to another course within Bradford Institute of Advanced Education prior to commencing the original course, any fees paid will be applied to the new enrolment – with any additional fees owing for the revised course.

FAILURE TO COMPLETE ASSESSMENTS

If you fail to satisfactorily complete assessments within an accredited course, no refund will be considered for the non-completed component of the course. Failure to provide assessments is not considered a valid reason for the refund of paid fees.

BRADFORD INSTITUTE OF ADVANCED EDUCATION CANCELS OR DISCONTINUES THE COURSE

You will be repaid in full 100% of the monies paid by you to Bradford Institute of Advanced Education .

ENROLMENT CANCELLATION

If your enrolment is cancelled due to misconduct as outlined in this handbook, you will not be entitled to a refund.

SPECIAL CIRCUMSTANCES

Please discuss your particular circumstances with the Administration Officer as the CEO can make ex gratia refunds. Where applicable, the Administration Officer will advise you to put your request in writing to the CEO.

Learners who have any queries regarding eligibility for refunds should contact the Administration Officer in the first instance.

OVERDUE FEES

Where learner fees are two weeks overdue, trainers and assessors will be instructed to refuse services until payment has been brought up to date. Training and assessment services will only re-commence when the learner has brought all due payments up to date.

Certification documentation will not be issued to eligible learners until course fees are paid in full.

In extreme cases, Bradford Institute of Advanced Education reserves the right to engage with Professional Collection agencies and the debtor is liable for these charges which must be paid in full before certification documentation is issued.

OTHER FEES SCHEDULE

Learners need to be aware that from time to time and depending upon circumstance, there may be additional fees and charges incurred. These fees and charges are outlined in the table below. Please talk to the Administration Officer about your particular circumstances as the CEO may make ex gratia exceptions.

At no time will the learner be charged for any additional fees other than the fee that is declared at the time of enrolment unless in the case of a request for assistance with vocational placement or re-enrollment.

Additional Fees Table

Re-enrolment fee if the learner continues beyond their original course duration as stated on the brochure.	\$100.00
Re-issuing a copy of Certificates/ Statement of Attainment and Academic Record <i>(The first copy only of these documents is free of charge when you complete or withdraw from a course.)</i>	\$45.00
Vocational Placement Services (as outlined in brochure where applicable)	\$150.00 per placement
Gap training fee per unit in the event of RPL not granted	A course by course negotiation to be agreed before the learner enrolls or commences training whichever comes first and/or as outlined in the brochure.
Student Contribution Fees for government subsidised training	A course by course negotiation to be agreed before the learner enrolls or commences training whichever comes first and/or as outlined in the brochure.
Materials and Text Books	A course by course negotiation to be agreed before the learner enrolls or commences training whichever comes first and/or as outlined in the brochure where applicable.

Training Continuity

Bradford Institute of Advanced Education is committed to supporting students. If your trainer for any reason becomes unavailable for an extended period of time through leave or illness or if the leave the organization you will allocated to another suitably qualified trainer. The CEO is the responsible officer in these circumstances.

Complaints and Appeals Policy & Procedure

PURPOSE

This policy and procedure is to provide clear and practical guidelines to ensure that complaints and appeals of learners can be resolved in accordance with the principles of natural justice, equitably and efficiently.

SCOPE

This complaints and appeals policy applies to all learners enrolled with Bradford Institute of Advanced Education .

DEFINITIONS

Complaints and Appeals include but are not restricted to matters of concern to a learner relating to training delivery and assessment; the quality of the training; learner support and materials; discrimination; and sexual harassment.

Natural Justice is concerned with ensuring procedural fairness:

- Decisions and processes should be free from bias.
- All parties have the right to be heard.
- The respondent has a right to know of what s/he is accused
- All parties are told the decision and the reasons for the decision.

POLICY

Bradford Institute of Advanced Education believes that a learner, who has a complaint or appeal, has the right to raise the complaint or appeal and expect that every effort will be made to resolve it in accordance with this policy, without prejudice or fear of reprisal or victimisation.

The learner has the right to present the complaint or appeal formally as well as in writing.

Bradford Institute of Advanced Education will manage all complaints and appeals fairly, equitably and efficiently as possible. Bradford Institute of Advanced Education will encourage the parties to approach the complaint or appeal with an open mind and to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, Bradford Institute of Advanced Education acknowledges the need for an appropriate external and independent person to mediate between the parties. The parties will be given the opportunity to formally present their case to the independent person.

Confidentiality will be maintained throughout the process of making and resolving complaints. Bradford Institute of Advanced Education seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive learning environment.

A copy of this Policy is available to all learners and staff via the Bradford Institute of Advanced Education Office and is available in the Learner Handbook. The information will also contain details of external

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authorities that they may approach.

Procedure:

Should a learner have a complaint or appeal, the following steps are to be followed:

1. Learner should discuss the issue with the person involved to try and resolve it verbally.
2. If no resolution is reached, the learner should discuss the issue with his/her facilitator to see if it can be resolved.
3. If still no resolution the learner should put the following information relating to the issue in writing:
 - description of the complaint or appeal
 - state whether you wish to formally present your case
 - steps you have taken to deal with it
 - what you would like to happen to fix the problem and prevent it from happening again.

If a learner is dissatisfied with any aspect of Bradford Institute of Advanced Education 's services or decisions (general or assessment related) they are encouraged to speak immediately with their facilitator or the Administration Officer in an attempt to resolve the issue.

Additionally, learners are able to lodge a written complaint or appeal addressed to the CEO at:

The CEO
Bradford
Institute of
Advanced
Education PO
Box 25
Woody Point QLD 4020

Or CEO@BIAE.com.au

Formal Appeals Forms and/or Complaints Forms are available from info@BIAE.com.au however complaints and/or appeals can be in any written form.

4. The learner brings the issue to the attention of the Chief Executive within seven (7) days from when the event took place. In the case of an appeal, the Executive Officer will assess the result and assessment and will moderate this with the trainers, and then present the learner with a written report within 21 days. In the event of a complaint the Executive Officer has 14 days in which to respond.
5. If the issue is not dealt with to the learner's satisfaction s/he may bring it to the attention of the CEO. The CEO will either deal with the issue personally or arrange for it to be dealt with by an independent management representative. This process must commence within 48 hours from the time the CEO receives written notification from the learner about their dissatisfaction to the response received from the Executive Officer and a response/resolution must be presented within 14 days.

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6. Should the issue still not be resolved to the learner's satisfaction, the RTO will make arrangements for an independent external person to resolve the issue. The learner will be given the opportunity to formally present his or her case. The time frame for this process may vary but should take no longer than 14 days.
7. All parties involved will receive a written statement of the outcomes, including reasons for the decision within the 14 day period.
8. If the learner is still not happy with external mediation of the appeal, he/she may take his/her complaint to the Australian Skills Quality Authority (ASQA)

Complaints Team
Australian Skills Quality Authority
GPO Box 9928
SYDNEY NSW 2001
Tel: 1300 701 801

You can also submit your complaint online to ASQA by referring to the web site:-
<http://www.asqa.gov.au/complaints/making-a-complaint.html>

In respect to complaints and depending upon the nature of the complaint e.g. discrimination, fair trading etc., the learner will be directed to the appropriate government department.

9. All documentation relating to complaints or appeals should be archived for audit purposes.
10. The CEO will be responsible for the implementation and maintenance of the policy.

The letter or email should set out in detail the issues of concern. A meeting will then be arranged in which the learner can voice their concerns and attempts will be made to remedy the concerns where possible.

In the event that the matter cannot be resolved, Bradford Institute of Advanced Education, at its own expense will hire an external mediator to mediate the process and to assist the parties to reach a mutually acceptable outcome.

This process does not negate the right of the learner to other legal remedies.

Marketing and Recruitment

Bradford Institute of Advanced Education will:

- market courses within its Scope of Registration with integrity, accuracy and professionalism, avoiding vague and ambiguous statements
- draw no false or misleading comparisons with any other provider or course
- not state or imply that courses other than those within the Scope of Registration are recognised by the registering authority
- recruit learners at all times in an ethical and responsible manner consistent with the requirements of courses
- ensure that application and selection processes are explicit and defensible and equity and access principles are observed
- Receive referrals from industry partners for which no remuneration is paid. The Bradford staff are industry professionals who often receive referrals from industry colleagues seeking training for their staff. This referrals are made in good faith and no referral fee or gratuity is paid for such referrals.
- Does not and will not use 3rd party markers for our programs. If you feel you have been engaged by a 3rd party (not a BIAE staff member) please advise the CEO immediately on CEO@BIAE.com.au or [1300 008 775](tel:1300008775)

Relevant Legislation

A range of legislation, regulation and standards is applicable to all staff and learners. Queensland and Commonwealth legislation to which Bradford Institute of Advanced Education adheres is as follows:

Commonwealth (Cth) Legislation:

- The National Vocational Education and Training Regulator Act (2011)
- Privacy Act 1988 / **Privacy Amendment (Private Sector) Act 2000 (Cth)**
- **Australian Human Rights Commission Act 1986 (Cth)**
- Sex Discrimination Act 1984 (Cth)
- Racial Discrimination Act 1975 (Cth)
- Age Discrimination Act 2004 (Cth)
- Disability Discrimination Act 1992 **(Cth)**
- Disability Standards for Education 2005 **(Cth)**
- Fair Work Act 2009 **(Cth)**

- Copyright Act 1968 (Cth)
- Competition and Consumer Act 2010 (Cth)

Queensland Legislation:

- Disability Services Act 2006
- Fair Trading Act 1989
- Vocational Education, Training and Employment Act 2000
- Work Health and Safety Act 2011
- Work Health and Safety Regulation 2011
- Electronic Transactions (QLD) Act 2001
- Commission for Children and Young People and Child Guardian Act 2000(Qld)

Disclaimer

Every attempt is made to ensure that information from Bradford Institute of Advanced Education is accurate, and that the learner has attained the competencies learned in the course at the point of their assessment. Bradford Institute of Advanced Education meets the assessment requirements of the Standards for Registered Training Organisations (RTOs) 2015.

Beyond this point, the student is responsible to maintain their acquired competencies, and apply acquired knowledge and skills in a way which is appropriate to the unique characteristics of each application.

This releases Bradford Institute of Advanced Education and their staff from any liability, action and claims for whatever nature, whether directions given during the course are followed or not.

Organisational Chart September 2019



