

Learner Handbook

2021

Registered Training Organisation 45349

Level 9 | 70 Franklin Street | Adelaide | South Australia | 5000
Postal Address: GPO Box 1275 | Adelaide | South Australia | 5001

Contents

Introduction	3
About Babcock	3
Our services	3
Our mission	3
Our objectives	3
Finding Us	4
Our Trainers	4
Training Administration	4
Our expectation of You	4
Unique Student Identifier	5
Your Safety	5
Your Equity.....	7
Your Privacy.....	7
National Vocational Education and Training (VET) Data Policy	8
Fees Payable	8
Learner Cancellation.....	9
Replacement of Training Workbooks.....	9
Refunds.....	9
Payment methods	9
Substitutions.....	9
Transfers	9
Statutory cooling off period	10
Our Guarantee to You.....	10
Changes to Terms and Conditions	10
Protection under Australian Consumer Law	10
Accessing your Records	10
Continuous Improvement.....	11
Assessment.....	11
Re-assessment	12
Issuing Qualifications and Statements of Attainment	13
Learner Support Services	13
Language, Literacy and Numeracy (LLN).....	14
Complaints and Appeals.....	14
Withdrawing from a Course	17
Learners not contactable or not responding	17
Recognition of Prior Learning (RPL).....	18
Legislative and Regulatory Responsibilities	19

Introduction

Welcome to Babcock Pty Ltd (RTO ID 45349). During your time with us we will endeavour to make your learning a rewarding and exciting experience and, of course, we expect you to do your utmost to achieve the results and goals you are aiming for.

This booklet is designed to provide you with information about the requirements for the training you are about to undertake, the services provided by the Babcock, our terms and conditions and our approach to providing you a safe, fair and supported environment to participate in training and assessment.

Please read the contents of the handbook thoroughly.

About Babcock

Babcock is a Registered Training Organisation (RTO) providing high-quality training to learners in Australia and New Zealand. We have modern training facilities, and boast a team of qualified and dedicated Trainers. You can find out more about Babcock on our website: www.babcock.com.au

As an RTO, we are accountable to the Australian Skills Quality Authority (ASQA), for the quality of the training and assessment delivered to you. A further responsibility is to issue you with a commensurate Australian Qualifications Framework (AQF) certificate, pending your successful achievement of the required learning outcomes for your training package.

Our services

Babcock provides training and assessment services in support of the following nationally recognised Unit of Competency:

[BSBPMG522 Undertake Project Work \(BSBPMG430 as of October 2021\)](#)

Our mission

Babcock's mission is to deliver quality training assessment that meets the needs of learners and industry.

Our objectives

In recognition of this mission, our objectives are:

- **People.** We strive to attract, recruit and retain talented, competent and committed trainers. We promote excellent performance through leadership and professional development.
- **Safety and equality.** We are committed to providing a learning environment which is safe, equitable and promotes a productive training and assessment environment.
- **Integrity and ethics.** We conduct ourselves in accordance with shared and agreed standards of behaviour, with ethical conduct and integrity as our highest priorities.
- **Quality committed.** We aspire to deliver consistent, high quality services and apply quality systems which support training and assessment excellence.
- **Learner focused.** We thrive on providing training and assessment that is learner focused and which supports lifelong learning. We respect our learners and strive to attract them time after time through high quality training and assessment experiences.

- **Industry engagement.** We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.

Finding Us

We are located at Level 9, 70 Franklin Street, Adelaide, South Australia, 5000.

Our courses will principally be delivered from our Adelaide facility, but can be delivered anywhere in Australia and New Zealand.

Our Trainers

Our Trainer Assessors are qualified, dedicated professionals who have current industry experience and come from a range of disciplines. Their industry expertise is continually refreshed through participation in professional development activities, which in turn provides our learners with the best practical industry experience.

At Babcock we deliver nationally accredited qualifications through Instructor Led Training (ILT) and workplace assessment and development. When you study with Babcock, your Trainer/Assessor will be available to assist you throughout your training. You can choose to attend a classroom training environment, receive workplace visits, or phone/email your Trainer/Assessor for advice. We aim to ensure that you receive the learning support you need when you need it.

Babcock's Trainers are all professionally qualified and have personal industry and workplace expertise. Our trainers strive to deliver their training in a way that learners will find value adding and enjoyable.

Training Administration

Joining Instructions for your chosen training activity will be sent to you prior to the commencement of your course. The instructions contain all the administrative information necessary for your course, including advice on parking, accommodation options, public transport and lunch/refreshment arrangements.

Our expectation of You

Babcock expects you:

- To contribute to learning in an agreeable and positive manner irrespective of gender, race, sexual orientation, political affiliation, marital status, disability or religious beliefs;
- To comply with the Babcock rules and regulations;
- To be honest and respectful, which includes not falsifying or plagiarising work or information and not conducting yourself in any way that may cause injury or offence to others;
- To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules;
- To monitor your own progress by ensuring that your assessment deadlines are met;

- To utilise the Babcock facilities and publications with respect, comply with our copyright and prevent publications being distributed to unauthorised persons; and
- To respect other learners and Babcock staff members and their right to privacy and confidentiality.

Unique Student Identifier

If you're studying nationally recognised training in Australia, you are required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcripts).

When applying for a job or enrolling in further study, you will need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide learners with easy access to their training records and results (transcript) throughout their life. You can access your USI account online from your computer, tablet or smart phone anytime.

More information on the USI can be found here: [Student Information for the USI](#)

It's free and easy to [create your own USI](#) and will only take a few minutes of your time. Alternatively, we can create your USI on your behalf. To do this we will need some additional identification information from you such as your driver's licence number.

Learners are advised that there are a number of unique circumstances where a person may be exempt from requiring a USI. These do not apply to the vast majority of learners in Australia. The USI Exemption Table is available on the USI website detailing [these exemptions](#).

Learners who are exempt from USI requirements should be aware that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the USI Registrar. Further details about the implications of exemptions can be found [here](#) on the USI website.

Your Safety

Babcock is committed to providing you a safe environment in which to participate in training and assessment. Under the [Work Health and Safety Act 2011](#), we are aware of our responsibilities to maintain a safe working environment.

The following guidelines are provided as a basis for safe practice in the training environment:

- Know and observe details of emergency response and evacuation plans;
- Do not undertake activities which may cause injury to self or others;
- Be responsible for your own actions;
- Smoking at the training and assessment facilities and offices is prohibited;
- Report all potential hazards, accidents and near misses to the RTO staff;
- Consumption of alcohol within training and assessment facilities, or during the conduct of training and assessment, is strictly prohibited;
- Keep training and assessment areas neat and tidy at all times;
- Seek assistance if you volunteer to lift items e.g. move furniture in a training area; and
- Observe hygiene standards, particularly in kitchen and utility (bathroom) areas.

Electrical equipment

- Report any unserviceable electrical equipment to Babcock staff as soon as possible;
- Electrical work should only be performed by appropriately licensed or trained personnel. Learners, trainers and assessors should not undertake any task related to fixing electrical equipment such as lighting or electrical training aids.

Fire safety

Babcock will communicate the procedures involved in evacuation and the location of fire equipment to:

- learners at each facility for each training and assessment event and to office staff at least twice each year;
- All personnel (staff and learners) within a training and assessment facility need to be familiar with the location of all emergency exits and fire extinguishers. Personnel will consult available maps to determine these locations;
- It is the learner's responsibility to understand the emergency evacuation procedures displayed around the premises; and
- Personnel are required to attend all sessions on fire safety procedures and the correct use of fire safety devices.

First aid

- Provision for first aid facilities are available where training is delivered;
- All accidents/incidents must be reported to Babcock staff; and
- The accident/incident and any first aid administered, must be recorded in the injury register by the applicable staff member/s involved.

Lifting

- Learners, trainers and assessors are encouraged not to lift anything heavy related to the training and assessment provided by Babcock unless they do so voluntarily and take full responsibility for any resultant injury;
- Never attempt to lift anything that is beyond your capacity;
- Always bend your knees and keep your back straight when picking up items; and
- If you have previously experienced back problems, do not attempt to lift heavy objects at all. Ask someone else to assist you.

Work and study areas

- Always ensure that your work areas are clean and clear of clutter to avoid accidents by tripping or falling over;
- Place all rubbish in the bins provided;
- Ensure that bench spaces are left clean and tidy; and
- Do not sit or climb on any desks or tables.

Your Equity

Babcock is committed to ensuring that the training and assessment environment is free from discrimination and harassment. All Babcock staff members (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances.

In the event that discrimination and harassment is found to have occurred, disciplinary action will be taken against any staff member who breaches this policy. Suspected criminal behaviour will be reported to police authorities immediately.

Learners can expect fair and friendly behaviour from Babcock staff members and we apply the complaints handling procedures advocated by the [Australian Human Rights and Equal Opportunity Commission \(HREOC\)](#).

Learners who feel that they have been discriminated against or harassed should report this information to a member of the Babcock staff whom they feel they can trust. This will initiate a complaints handling process which will be fair and transparent and will protect your rights as a complainant. Alternatively, if a learner wishes to report an instance of discrimination or harassment to an agency external to Babcock, they are advised to contact the HREOC Complaints Info-line on 1300 656 419 or complete the [online complaints form](#).

Your Privacy

Babcock takes your privacy very seriously. We comply with the obligations under the Privacy Act 1988 ([Privacy Act](#)), and we are bound by the [Australian Privacy Principles](#) which regulate how agencies may collect, store, use and disclose personal information, and how individuals may access and update information held about them.

Please refer to the [RTO-Learner Privacy Directive](#) (available on our website) and in summary, this is what you need to know:

- Babcock will retain personal information about you relating to your enrolment with us. This includes your personal details, your ethnicity and individual needs, your education background. We will also retain records of your training activity and are required to do this in accordance with the [National Vocational Education and Training Regulator Act 2011](#).
- Your personal information is retained within our records filing system and IT system infrastructure. Your information is collected via the enrolment form, the completion of training administrative forms and results of your learning outcomes. Hard copy files are secured in lockable filing cabinets. Electronic data retained on our computer systems is protected via virus protection software and secure firewalls. Our data is backed up continuously to our secure server.
- Babcock is required to securely retain your personal details for a period of 30 years from the date of your enrolment. The purpose is to enable your participation in accredited training to be recorded for future reference and enable you to obtain a record of your learning outcomes if required.
- In some cases we are required by law to make learner information available to Government agencies such as the National Centre for Vocational Education and Research (NCVER) or the Australian Skills Quality Authority (ASQA). In all other cases, Babcock will seek your written permission for disclosure. We will not disclose your information to any person or organisation unless we have written instructions from you to do so. If you require your records to be accessed by persons such as your parents, you will need to authorise this in writing to us, otherwise their access will be denied.

- You have the right to access personal information relating to you that Babcock holds. Further instructions are provided on how to access records within the “Access to your records” section of this handbook.
- If you have concerns about how Babcock is managing your personal information, we encourage you to inform our staff and discuss your concerns with us. You are also encouraged to make a complaint directly to us using the internal complaints handling arrangements outlined in this handbook. Under the [Privacy Act](#), you also have the right to make a complaint to the [Office of the Australian Information Commissioner \(OAIC\)](#) about the handling of your personal information.

National Vocational Education and Training (VET) Data Policy

As part of your enrolment, you will be required to declare your acceptance of the terms of the service contract and the refund conditions and confirm that you have been fully advised of the fees, terms and conditions of refunds and enrolments and your agreement to be a learner at Babcock.

You agree that it is your responsibility to retain a copy of this written agreement as supplied by Babcock and receipts of any payments of tuition or non-tuition fees.

You agree that under the [Data Provision Requirements 2012](#), Babcock may collect personal information about you and disclose that information to the NCVER.

Your personal information (including the personal information contained on the enrolment form and your training activity data) may be used or disclosed by Babcock for statistical, regulatory and research purposes.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administration, regulation, monitoring and evaluation of nationally recognised training.

You may also receive an NCVER student survey which may be administered by an NCVER employee, agent or third-party contractor. You may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the [Privacy Act](#), the [VET Data Policy](#) and related NCVER policies and protocols.

Fees Payable

Fees are payable when you receive your confirmation of enrolment. The initial fee must be paid prior to commencing training, or within 10 working days of receiving an invoice from Babcock. We may discontinue training if fees are not paid as required. For a full list of current fees and charges please request a copy of Babcock's Schedule of Fees and Charges.

Learner Cancellation

Learners who cancel their enrolment part-way through a training program, must notify Babcock in writing (email or letter) at the earliest opportunity. Learners who cancel their enrolment after a training program has commenced will not be entitled to a fee refund. Learners are advised to consider alternative options such as a request to suspend their enrolment and re-commence with another scheduled training program.

Replacement of Training Workbooks

Learners who require replacement of issued training workbooks/text books will be liable for additional charges to cover the cost of replacement. For a full list of replacement charges please request a copy of Babcock's Schedule of Fees and Charges.

Refunds

Learners, who give notice to cancel their enrolment 10 business days or more prior to the commencement of a program, will be entitled to a full refund of fees paid.

Learners who give notice to cancel their enrolment 9 business days or less prior to the commencement of a program will be entitled to a 75% refund of fees paid. The remaining 25% retained by Babcock is to cover the costs of resources and equipment allocated to support your confirmed placement.

Learners who cancel their enrolment after a training program has commenced will not be entitled to any refund.

Where a learner has purchased a text or training workbook and subsequently cancels the enrolment, Babcock will not refund the cost of the text books or training workbook.

Payment methods

Babcock accepts payment for fees using:

- Credit Card; and
- Electronic Funds Transfer (account details available on request)
- Where learners are being paid for by their employer, payment on invoice can be arranged pending Babcock's Supplier on-boarding process.

Substitutions

Requests for substitutions are to be made in writing and can be made at any time up to 2 (two) working days prior to the training commencement date.

Transfers

Requests for transfers to alternate programs can be arranged if Babcock is advised in writing more than 10 working days prior to the program commencement date and pending availability on the selected program.

One free transfer can be made, strictly according to the terms above. All subsequent transfers will attract an administration charge which will be calculated at the time of the transfer request.

Statutory cooling off period

The [Standards for Registered Training Organisations 2015](#) require Babcock to inform learners considering enrolment of their right to a statutory cooling off period.

Important: Babcock does not engage in unsolicited marketing or sales tactics, thus a statutory cooling off period is not applicable to learners who enrol in a Babcock program. For refund options in other circumstances, learners must refer to the “Refunds” section of this handbook.

Note: A statutory cooling off period (10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include door-to-door sales and telemarketing. The statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty.

Our Guarantee to You

If Babcock cancels or ceases to deliver training, we are obliged to issue a full refund for any and all training services not provided. The basis for determining “services not provided” is based on the units of competency completed by the learner which can be issued in a statement of attainment at the time the service ceased.

Changes to Terms and Conditions

Babcock reserves the right to amend the conditions of your enrolment at any time. If amendments are made that affect your enrolment, you will be informed 7 (seven) days prior to changes taking effect. You have 28 (twenty eight) days to submit an appeal from the date you were informed of the decision. Further information about appealing a decision is detailed in the “Complaints and appeals handling” section of this handbook.

Protection under Australian Consumer Law

As a student undertaking a VET course, you are protected under Australian Consumer Law and under State and Territory consumer protection laws.

These protections include issues such as unfair contract terms, consumer guarantees, statutory cooling-off periods and unscrupulous sales practices. You can find out more about your rights on the [Australian Consumer Law website](#), which includes a range of helpful guides relating to specific areas of protection.

Accessing your Records

You are entitled to have access to your records. These records include:

- Your learner file;
- Your learning and assessment record;
- Your administrative records; and
- Your AQF certificates, including a reissuance of a statement of attainment or qualification.

You may require these records to monitor your learning progress or simply to confirm an aspect from a previous training module. Whilst these records will be retained by Babcock, you may have access at any time. Simply ask your trainer and it will be organised as soon as possible.

You can access hard copy records and reports from our learner management system, which relate to you personally. You can request access using the [Learner Records Request Form](#). Access to records requested during working hours will be arranged as soon as possible and definitely within 24 hours. Learners should note that these records cannot be removed unless a copy is requested. Where photocopies are requested, Babcock reserves the right to charge a one-off photocopy fee. There is no cost to view your records at our office.

If you have lost or misplaced a previously issued AQF certificate (acquired from Babcock RTO only), you may obtain a reissued certificate (Statement of Attainment or Qualification certificate) from us. To obtain this you must complete the [Learner Records Request Form](#) and return this to the Training Coordinator. A cost will apply for each issued AQF certificate and this must be paid in advance. Reissued AQF certificates will be an exact duplicate of the original with a caveat which identifies the certificate as being reissued. AQF certificates may only be collected in person or can be sent via registered mail. You may also nominate another person to collect the certificate, however the person's details must be provided to Babcock beforehand and the person must provide photo ID to validate their identity.

Continuous Improvement

Babcock is committed to the continuous improvement of our training and assessment services, learner services and training management systems.

- **Suggesting improvements:** The primary method of reporting opportunities for improvement by learners is via the Continuous Improvement Reporting procedure. This allows any person to raise a Continuous Improvement Report for consideration by the Continuous Improvement Committee. Often these reports will be generated after an opportunity for improvement has been identified by a staff member or learner. The Continuous Improvement Report template is available on request. Learners are encouraged to provide feedback to Babcock so we can improve our services in the future.
- **Learner satisfaction survey:** On completion of your training program, you will receive a Learner Satisfaction Survey. This is a mandated survey tool from the training regulator (ASQA), which is designed to collect feedback from learners about their experience with an RTO and in undertaking nationally recognised training. Your completion of this survey is of critical importance to us for our ongoing improvement of services and to meet our obligations in providing this feedback to ASQA. Your support in completing the survey data is greatly appreciated.

Assessment

At Babcock, assessment is conducted using a combination of Written Knowledge Assessment, Research Tasks, Case Studies, Work Log Book, Supervisor Feedback and Workplace Observation.

The following provides a brief explanation of the primary assessment methods that may apply to your learning. Specific detail will be provided in the learner assessment documents provided by your trainer/facilitator:

- **Written Knowledge Assessment:** You are required to provide a written response to a range of questions relating to required knowledge of the units of competency. These would generally be short answer response activities and may include other questioning methods including multiple choice.
- **Research Tasks:** You are required to undertake research within your own workplace using the available reference material and provide a written response to each question. These assessment activities are usually short to medium response activities. The responses provided by you will largely be specific to your workplace.
- **Case Study Response:** You are required to provide a written response to a situation presented in a case study scenario. This will usually require you to carefully consider the situation presented, undertake some research to inform your response and then propose recommended actions.
- **Workplace Log Book:** You are required to record details of the activity completed during your work placement. These details are recorded against specified tasks which are predesigned for you to complete. This forms an important part of the assessment evidence as it often includes critical evidence that is otherwise difficult for the assessor to observe.
- **Supervisor Feedback:** The assessor will periodically engage with workplace supervisors to seek their feedback about your performance. This is undertaken as an interview of approximately 15 - 20 minutes. The interview can be conducted over the phone or in person. Feedback from a supervisor is recorded in the assessment documentation.
- **Workplace Observation:** You will be observed performing specific tasks in your day-to-day work activities. The assessor will visit your workplace and observe you performing tasks relevant to the units of competency being assessed. You will be briefed on these observation activities and will be required to make arrangements to conduct these activities when the assessor visits your workplace.

Re-assessment

Learners who are assessed as *not yet competent* will be provided with detailed verbal and written feedback to assist them in identifying gaps in their knowledge and skills which will be addressed through further training. Learners will be provided with additional training and learning support to target these gaps and prepare them for further assessment.

It is Babcock's policy to provide 3 (three) opportunities for additional training and re-assessment at no extra cost to the learner or employer. Learners who require additional training and re-assessment after they have exhausted the 3 opportunities, will be required to pay a fee for remedial training and re-assessment. Please request a copy of Babcock's Schedule of Fees to determine the rate for re-assessment.

Learners requiring additional learning support are to be brought to Babcock's attention as soon as practical, to avoid additional re-assessment fees and ensure that the learner can be closely monitored and provided with the necessary learning support. Where learners are repeatedly unable to demonstrate competence following significant learning and assessment support, their enrolment can be negotiated through mutual agreement.

Issuing Qualifications and Statements of Attainment

Babcock will issue all Australian Qualification Framework (AQF) certification documentation (Qualifications or Statements of Attainment) to a learner within 30 calendar days of being assessed as meeting the requirements of the training product if the program in which the learner has enrolled is complete. We are, however, not obliged to issue a certificate if the following conditions have not been met by the learner:

- All agreed fees have been paid; and
- A valid Unique Student Identifier (USI) has been provided.

As the learner, you should be aware of the following:

- A **Qualification** is formal recognition of a learner achieving the prescribed learning outcomes for the units of competency as detailed in an endorsed training package or accredited course. An AQF qualification is comprised of a *testamur* and a *record of results*. The testamur is the actual official certification document confirming that a qualification has been awarded to an individual.
- A **Statement of Attainment** is issued when the learner has successfully completed one or more units of competency within a specific nationally accredited training course or learning package. A full qualification cannot be issued until the learner has successfully completed all the core and elective units of competency required for that course.

Learner Support Services

During your enrolment, Babcock will engage with you on a number of occasions. We do this by requesting you to complete enrolment documentation, discussions over the phone, enrolment interview and finally during your orientation.

One of the important objectives of these engagements is to understand what support services you may need to fully participate in your study. You will be asked various questions about your support or individual/special needs. This is simply a term we use to define what your needs are which enables us to arrange the appropriate support services. Feel free to make the most of this opportunity and let us know what type of learning support you anticipate.

What support is available?

Babcock will use a combination of our own services and the services of referral agencies to provide you with following support services:

- Language, Literacy and Numeracy;
- Studying and Learning Coaching;
- English as Second Language Tuition;
- Alternative Payment Plan;
- Counselling Support;
- Disability Access; and
- Employment Services Referral.

If you need support during your course, please approach our Training Coordinator and you will be connected to the best person to assist you.

If the matter is sensitive and you do not feel wish to disclose this to the Training Coordinator, please inform them that you would like to meet with the National Training Manager. It is our intent to provide you with the support needed to enable you to progress your learning and complete your chosen course. We are committed to your welfare both during and after hours of study.

Language, Literacy and Numeracy (LLN)

Language, literacy and numeracy (LLN) skills are critical to most areas of work, especially in the performance of workplace tasks such as measuring, weighing and comprehending written work instructions.

To support this approach Babcock will:

- Assess your LLN skills during your enrolment to ensure you have adequate skills to complete the training;
- Support you during your study with training and assessment materials and strategies that are easily understood and suitable to the level of workplace skills being delivered;
- Provide clear information about the details of the LLN assistance available. Babcock generally recommend the LLN training courses provided by TAFE as these institutes have specialist teachers to support your development;
- Refer learners to external LLN support services beyond what is available within Babcock where an advanced level of LLN support is assessed as necessary; and
- Negotiate an extension to complete training programs if necessary.

Complaints and Appeals

Babcock is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body if required. To make a complaint or an appeal, you are requested to complete one of the following forms which are available from the Training Coordinator in hard or soft copy:

- Complaints Form; or
- Request for Appeal of a Decision.

Please refer to the [RTO-Learner Grievances, Complaints and Appeals Process](#) (available on our website) which is a primary accompanying document to this Learner Handbook.

Once you have completed the required form, provide this to the Training Coordinator either in hard copy or electronically via the following contact details:

- Babcock National Training Manager, Level 9, 70 Franklin Street, Adelaide SA 5000; or
- training@babcock.com.au

What is a complaint?

A complaint/grievance is an actual or supposed circumstance regarded as just cause for complaint. A complaint/grievance may be lodged if a person has an honest belief based on reasonable grounds that:

- Academic matters or decisions made within Babcock affects them because it is unfair or unreasonable, including matters relating to learner progress, assessment, curriculum and awards for nationally recognised training;

- Non-academic matters or decisions made within Babcock affects them because it is unfair or unreasonable, including matters relating to enrolment in a course and personal information held by the provider; and/or
- The conduct of another person adversely affects them because it is unfair, unreasonable, offensive, intimidating, humiliating or threatening.

What is an appeal?

An appeal is the review of decisions made by Babcock, including assessment decisions and termination of a learner's training due to misconduct or failure to progress at a reasonable rate.

Appeals must be submitted to Babcock within **28 days** of the learner being informed of the outcome or finding.

Early resolution of complaints & appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time, as they occur between the persons involved, where possible. Sometimes it will not be possible and in these cases you are encouraged to approach us and inform us of your concerns with the confidence that you will be treated fairly.

Complaint and appeals handling

Babcock applies the following principles to its complaints and appeals handling:

- A complaint or appeal may be lodged in any form (written or verbal) although you are encouraged to complete the complaints or request for an appeal form;
- A person who makes a complaint or an appeal must be **provided with a written acknowledgement** as soon as possible and **not later than 24 hours** from the time the complaint or the appeal is received. The acknowledgement must inform the person that they will receive a written response within 14 days and explain the complaint/appeal handling process and your rights and obligations;
- There is no time limit on a person who is seeking to make a complaint. An appeal however, must be made within 28 days of the person being informed of the decision or finding of which they intend to appeal;
- Written records of all complaints/appeals will be kept by Babcock including all details of lodgement, response and resolution. Babcock will maintain a complaints/appeals register to maintain a chronological journal of events during the complaints/appeals process. Records relating to the complaint/appeal are stored securely to prevent access by unauthorised personnel;
- The person making a complaint or seeking an appeal will be provided the opportunity to formally present their case and be accompanied and/or assisted by a support person at any relevant meeting;
- Where a complaint or appeal involves allegations about another person, Babcock is obliged to inform this party of the complaint/appeal or allegation and provide them the opportunity to present information in response to the issues raised. At all times information will be handled sensitively and treated in confidence. Persons involved in a dispute or complaint should be reminded to treat each other with respect and conduct themselves in a professional and courteous manner;

- The handling of a complaint/appeal is to commence within **seven (7) working days** of its lodgement and all reasonable measures will be taken to finalise the process as soon as practicable;
- Complaints/appeals must be resolved to a final outcome **within sixty (60) days** of being initially received. Where Babcock's Chief Executive Officer (CEO) considers that more than 60 calendar days are required to process and finalise the complaint/appeal, the CEO must inform the complainant in writing, detailing reasons why more than 60 calendar days are required;
- Babcock shall maintain the enrolment of the person making a complaint or seeking an appeal during the handling process;
- Decisions or outcomes of the complaint/appeal process that find in the favour of the complainant shall be implemented immediately.
- Complaints/appeals will be handled in the strictest of confidence. Any release of information to third parties can only be made after the complainant has given permission for this to occur.

Review by an independent third party

Before seeking a review by an independent third party, Babcock must be afforded the opportunity to fully consider the nature of the complaint or appeal and to respond to the person in writing. If, after this has occurred, the person is still not satisfied with the outcome, they can seek a review by an independent third party.

To request this review, the complainant or the person making an appeal should inform the National Training Manager of their request, who will initiate the process with Babcock's Managing Director Land and Corporate Services.

Learners who are not satisfied with the process applied by Babcock may refer their matter to an external mediation agency. Babcock will refer the complainant to an independent third party should the internal processes fail to resolve a grievance.

- In relation to consumer related issues, you may refer their complaint to the **Office of Fair Trading**.
- In relation to the delivery of training and assessment services, you may refer their complaint to the **National Training Complaints Service** via the following phone number: 13 38 73 or visit the website at <https://www.education.gov.au>
- In relation to matters relating to privacy, you may refer their complaint to the **Office of the Australian Information Commissioner** via the following details: <https://www.oaic.gov.au> or call on 1300 363 992

Lodging Complaints and Appeals with ASQA

ASQA does not act in a mediation capacity and learners will not be referred to ASQA by Babcock RTO. Refer to ASQA's statement of [Referring Student Complaints](#).

Students may lodge a complaint to ASQA only after Babcock's internal complaints and grievance procedures as detailed in this handbook, have been exhausted.

Student complaints must be lodged via ASQA's [online complaint form](#). Answering the questions will help to determine whether ASQA, or another agency, can consider your complaint. Once you have completed the questions, if ASQA is likely to be able to consider your complaint, you will receive a link to a more detailed complaints form from ASQA.

ASQA is not a consumer protection agency and cannot act as an advocate for individual students. However, ASQA highly values complaints about training providers. All complaints are used as intelligence to inform regulatory activities.

For more information on how ASQA handles complaints, refer to ASQA's policy on [Managing complaints about training providers](#).

Withdrawing from a Course

There are circumstances where a learner may finalise their enrolment early for personal or academic reasons. Where this is the case, you are required to complete an "Application for Course Deferment/Transfer/Withdrawal" form, which is available from the Training Coordinator.

This provides you with the opportunity to detail the reasons for change and the preference to defer enrolment, transfer enrolment to another course or terminate enrolment.

Where enrolment is being deferred or terminated, you will be issued with a *Statement of Attainment* to recognise the nationally accredited outcomes you have achieved during your enrolment. A learner who defers and returns to complete a course will be eligible to recommence their training and receive a credit transfer for any completed units of competency.

Learners not contactable or not responding

Where a learner is not contactable or fails to respond to requests by Babcock, their enrolment may be terminated in absentia. This action will only be taken where Babcock has made every reasonable attempt to engage with the learner to seek further detail on their intent to continue with or complete the applicable training.

Advice received from a learner via email or phone conversation will be accepted should the learner not be willing to complete an Application for Course Deferment/Transfer/Withdrawal. Email records and written records of phone conversations will be retained on the learner's file as evidence of instructions received from the learner.

Before a learner's enrolment can be terminated without written or expressed consent, the following procedure will to be followed:

- A minimum of three attempts (four weeks apart) to contact the learner must be made using the last known contact details (email, phone and mail) to issue the learner with a warning letter notifying them of the intent to terminate the enrolment;
- Where the learner fails to respond, the learner's enrolment is to be terminated and their record within the student management system will be updated to "withdrawn" against each unit of competency that has not been completed at the time;
- Any final AQF certificate to which the learner is entitled will be sent via registered mail to the learner's last known mailing address. This will be noted in the learner's enrolment record and a photocopy of the certificate will be retained on their record.
- The learner's record will be archived in accordance with the Records Retention and Management Policy.

Applicable trainers will be informed of the learner's enrolment termination and advised to inform the National Training Manager should the learner make contact.

Recognition of Prior Learning (RPL)

In accordance with the *Standards for RTOs 2015*, Babcock provides the opportunity for learners to apply for RPL towards a qualification or Units of Competency (UoC) for which they are enrolled.

What is RPL?

RPL involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system.

Like assessment, RPL is a process whereby evidence is collected and a judgement is made by an assessor or assessment team. The judgement is made on evidence provided by candidates, of the knowledge and skills previously learned through work, study, life and other experiences, and which are currently being applied in the workplace. It also includes evidence to confirm a candidate's ability to adapt prior learning or current competence to the context of the intended workplace or industry.

RPL guidelines

The following guidelines are to be followed when an application for RPL is received:

- You are entitled to apply for RPL for a course or qualification in which you are currently enrolled;
- You may not apply for RPL for UoCs or a qualification which is not included on our scope of registration;
- Whilst you may apply for RPL at any time, it is best to apply before commencing a training program; and
- RPL may only be awarded for whole/complete UoCs.

Forms of evidence

Forms of evidence toward recognition may include:

- Work and workplace training records;
- Assessments of current skills;
- Assessments of current knowledge;
- Third party reports from current and previous supervisors or managers;
- Evidence of relevant unpaid or volunteer experience;
- Examples of work products;
- Observation by an assessor in the workplace;
- Performance appraisal; and/or
- Duty statements.

Many of these forms of evidence would not be sufficient on their own. When combined with several evidence items, the candidate will provide a strong case for competence. Babcock reserves the right to require candidates to undertake practical assessment activities of knowledge and skills to satisfy itself of a candidate's current competence.

Credit Transfer

Credit Transfer is the recognition of learning achieved through formal education and training. Under the *Standards for RTOs 2015*, UoCs issued by any RTO are to be accepted and recognised by all other RTOs. Credit Transfer allows a learner to be issued a UoC based on successful completion of the unit which has been previously awarded.

Evidence requirements

If you are seeking credit transfer you are required to provide us with your *Statement of Attainment* or *Qualification* with a record of results for examination.

These documents will provide the detail of the UoCs you have previously been issued. You must provide satisfactory evidence that the statement of attainment or qualification is authentic, is yours and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the AQF. You are required to submit certified true copies of the original document only.

Credit transfer guidelines

The following guidelines are to be followed in relation to credit transfer:

- You are entitled to apply for credit transfer in a course or qualification in which you are currently enrolled;
- You may not apply for credit transfer for UoCs or qualifications which are not included on our scope of registration.
- Whilst you may apply for credit transfer at any time, it is best to apply before commencing a training program.
- You do not incur any fees for credit transfer and we do not receive any funding when credit transfer is granted.
- Credit transfer may only be awarded for whole/completed UoCs. Where a mapping guide identifies a partial credit, this will not be considered and you will be advised to seek recognition.

Legislative and Regulatory Responsibilities

Babcock RTO is required to operate in accordance with the law. This means we comply with the legislative and regulatory requirements.

Below is a list of the legislation that we are governed by, which also represent our obligations to you as a learner while training with us.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation which may impact on your conduct and behaviour.

Work Health and Safety Act 2011	Racial Discrimination Act 1975
Privacy Act 1988	Copyright Act 1968
Disability Discrimination Act 1992	Fair Work Act 2009
Sex Discrimination Act 1984	National Vocational Education and Training Regulator Act 2011
Age Discrimination Act 2004	