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Welcome to Ballinger Training & Consultancy!

I would like to thank you for choosing to study with Ballinger Training & Consultancy. We are excited to join you as you embark on the journey to your future career!

Our team will do their utmost to ensure it is a rewarding experience for you. At Ballinger, our focus is on the client. We strive to build ongoing relationships by providing individual attention, and cost effective, quality professional services. Our emphasis is on providing a supportive learning environment conducive to workplace and individual needs. Ballinger can provide a pathway to career development and tertiary education, in a flexible environment designed to meet the needs of the client’s work and other life commitments.

The choices and opportunities available to you at Ballinger are endless with a wide range of innovative programs across all of our career areas, starting from entry-level Certificates right through to Certificate IV qualifications. We understand that people learn in different ways and that in every course there will be students with a variety of backgrounds and experiences. With this in mind, we have designed our courses in a way that allows our students to build upon their past experiences.

We are proud of our people; they are crucial to the making and growth of our company. All of our trainers and assessors are qualified and experienced in the delivery of our training and assessment services and have extensive industry experience. Our effective and dedicated team ensures a smooth and rewarding experience, from initial contact to a successful completion.

We trust this will be an enjoyable and beneficial learning experience for you.

Sincerely,

Chief Executive Officer
Ballinger Training & Consultancy Pty Ltd
Our Values

We are:

- **Performers**: we deliver quality outcomes and expect improvement
- **Supportive**: we value and support our people and recognise their diversity and achievements
- **Accountable**: people can count on us. We build on our proud history of quality training and assessment services
- **Creative**: we encourage innovation and look for ways to work smarter. We say yes to opportunities and find solutions.
- **Passionate**: we love what we do. We empower people, transform students’ lives and skill our communities and businesses
- **Practical**: we have the know-how experience. We deliver flexible real-world training for modern workplaces

Student Information

Rights and Responsibilities

When you sign your enrolment form and pay your fees (this will include online enrolments) you make an agreement with Ballinger that you will follow Ballinger Training & Consultancy’s policies and procedures.

You must:

- Treat all staff with respect, fairness and courtesy
- Be punctual and regular in course attendance
- Submit assessment tasks by the due date
- Contribute equally to any group assessments
- Notify Ballinger at any stage if there is a change to your contact details (eg. Address, phone number). Failure to do so could result in, for example, a qualification or statement of attainment being sent to the incorrect address

You must not:

- At enrolment, withhold or misinform Ballinger of previous training qualifications in relation to eligibility for any training that is subsidised by the QLD Government
- Plagiarise, collude or cheat in any assessments
- Use offensive language towards Ballinger staff
- Be under the influence of alcohol or illegal drugs in the learning environment
- Engage in behaviour which may offend, embarrass, threaten or harm staff – including any form of cyber bullying

You have the right to:

- Be treated fairly and with respect by teachers and staff
- Learn in an environment free of discrimination and harassment
- Pursue educational goals in a supportive and stimulating learning environment
- Have your Ballinger training records and personal information stored and maintained in a confidential, secure and professional manner
- Receive information about assessment procedures and progress in your course in a timely and professional manner
- Present recognition of prior learning (RPL) and credit transfer (CT) at the commencement and within the duration of your studies

Gaining Access to Your Records

Students can access their own records at any time by forwarding a written request, which clearly identifies them as the person wishing to gain access.
With regard to access to student records by other people (such as employers), this request for access to records has to be authorised by the student in writing. Please read the important paragraph on privacy rules outlined on the Ballinger’s website (www.ballinger.edu.au)

All requests for gaining access to student records should be addressed to info@ballinger.edu.au. These requests will then be actioned by the appropriate staff member/s.

**AQTF - Australian Quality Training Framework**

The Australian Quality Training Framework is the nationally agreed quality framework for vocational education and training. As a framework, it provides the platform for the continuous improvement of registered training organisations. AQTF 2010 is the current version of the framework, effective from 1 July 2010.

The AQTF 2010 Essential Conditions and Standards for Continuing Registration is the standard that a training organisation must comply with in order to be registered and to maintain that registration in any state or territory.

AQTF 2010 Users’ Guide to the Essential Conditions and Standards for Continuing Registration has been developed for use by both registered training organisations and auditors in implementing systems and procedures in accordance with the AQTF 2010.

This handbook has been developed from the User’s Guide to show how Ballinger meets AQTF requirements. It contains the policies and procedures to demonstrate documentary compliance with AQTF 2010.

**Training and Assessment Procedure**

Ballinger Training and Consultancy Pty Ltd is a Registered Training Organisation (RTO) #31252. This registration requires Ballinger to adhere to strict requirements in the delivery and assessment of Nationally Recognised Training.

Ballinger’s systems and processes are designed and implemented to ensure students have a quality educational experience. Ballinger continually receives feedback from students and stakeholders about the quality of the delivery and assessment of courses. This feedback is used to improve Ballinger’s service and commitment to students and stakeholders.

**Courses**

Ballinger has the following units of competency and qualifications on their Scope of Registration. For a current version visit www.training.gov.au and search for RTO/Organisation Number 31252.

**Business**

- BSB30115 Certificate III in Business
- BSB30415 Certificate III in Business Administration
- BSB40415 Certificate IV in Small Business Management
- BSB41415 Certificate IV in Work Health and Safety
- BSB42615 Certificate IV in New Small Business
- BSB50215 Diploma of Business

**Construction**

- CPC30211 Certificate III in Carpentry
- CPC30611 Certificate III in Painting and Decorating

**Training & Assessment**

- TAE40110 Certificate IV in Training and Assessment
- TAELLN411 Address adult language, literacy and numeracy skills (unit of competency)
Student Handbook

Training Delivery

Ballinger offers various delivery options for our courses including face to face, on the job in the workplace, workshops, online, self-paced and distance.

Face to Face

Apprenticeships and Traineeships will be delivered as a one on one at the workplace, scheduled in collaboration with the employer prior to commencement and documented in a Training Plan. This can be varied to suit the individual learner's needs.

Face-to-face workshops are conducted in a classroom environment enabling students to learn efficiently within a structured and engaging format. The workshops allow students to interact and network with other students under the guidance of industry professionals who “bring the course to life” and provide a “real world” perspective.

- All face-to-face workshops are conducted between the hours of 8.30am and 9:30pm, as either day or evening courses. The maximum time for any workshop is 8 hours per day.
- Course notes and suggested readings are provided to each student upon receipt of full payment for a course.
- Some assessments may be completed during the workshops, but the majority needs to be completed outside of this environment. The workshops do cover all the key areas of the course, providing students with the confidence to successfully complete their assessments in their own time via Ballinger's online learning management system.
- Students will be notified of their competency result within 14 days of the receipt of submitted assessments, however the majority of student results are provided within 5-7 business days. Ballinger prides itself on providing timely and comprehensive student feedback on assessments. Students are informed about what they got right, but also where there is room for improvement. Students consistently report they appreciate this approach.
- Feedback is obtained from students throughout the course.

Online/Self-Paced Learning

Online (self-paced) learning allows students to start a course when and where it is convenient for them to study. Students are well supported throughout their course by Ballinger's Trainers, available both over the phone, via email or Skype. Ballinger's Trainers are experts in their subject field. While it is the responsibility of the student to have a genuine attempt at reading the course material (or a relevant section) prior to accessing the support service, Trainers are more than happy to help clarify any questions related to subject matter, concepts, practical applications or assessments.

Ballinger has a fantastic online learning management system (www.ballingeronline.edu.au) for all students to access their learning materials.

- Course notes (Learning Resources), suggested readings and hard copy text books (if applicable) are sent and/or made available to students upon receipt of course fees.
- Students will be notified of their competency result within 14 days of the receipt of submitted assessments, however the majority of student results are provided within 5-7 business days. Ballinger prides itself on providing timely and comprehensive student feedback on assessments. Students are informed about what they got right, but also where there is room for improvement. Students consistently report they appreciate this approach.
- Each student is issued a username and password to Ballinger's online learning management system. All assessments (e.g. short answer, case studies and scenario based questions) are downloaded from the learning management system as Word docs. Once completed, students simply upload the Word doc back into the online learning management system for grading.
- Feedback is obtained from students throughout the course.

Please Note: Self-paced delivery is not available for funded Apprenticeships and Traineeships.

Assessment

During the course trainees will be required to undertake a range of assessment activities related to the units of competency in which you will be enrolled. These assessment activities will consist of written assessments (may be conducted orally if student’s reading/writing skills are not at the appropriate level), practical observations, referees/employer/supervisor reports and/or projects.
and assignments. The practical observations will be undertaken at the trainee’s workplace.

Assessment practices meet the requirements of the endorsed Training Packages and outcomes specified in accredited courses within Ballinger’s scope of registration.

Conditions of Assessment

Assessment will adopt the following approach in relation to New and Existing Workers:

New Worker

• reasonable adjustment of assessment can be applied
• contextualisation of the unit may occur to suit the workplace without altering the intent and learning outcomes of the unit of competency
• will have access to workbooks with activities to complete for each unit of competency
• will be assessed as required at the workplace by the trainer and assessor
• will be required to complete a final assessment, either verbal or written
• will be observed by the trainer/assessor in the workplace
• will have a third party verification
• may collect additional supplementary evidence of competency. For example, photographs.

Existing Worker

• will be taken through a desk top audit
• will have formal and informal skills and knowledge recognised
• will have gaps in training identified
• where training gaps are identified, will be given access to training materials and activities related to closing gaps in training
• reasonable adjustment of assessment can be applied
• contextualisation of the unit may occur to suit the workplace without altering the intent and learning outcomes of the unit of competency
• will be assessed as required in the workplace by the trainer and assessor
• will be required to complete a final assessment either verbally or written
• will be observed by the trainer/assessor in the workplace
• will have a third party verification
• may collect additional supplementary evidence of competency. For example, photographs.

Reasonable Adjustment

Reasonable adjustment refers to the way in which evidence of the student’s performance can be collected. However, the assessor’s valid judgement of competency in awarding the final result of ‘competent’ and ‘not yet competent’ decision should not differ from the standards of performance indicated in the assessors marking guide.

Recruitment and selection processes used are to ensure the suitability of the training to the needs of the student.

Recognition of Prior Learning (RPL) & Credit Transfer (CT)

Ballinger trains and assesses a diverse group of students with varying backgrounds. Some students have had previous experience, some have no experience, some have undertaken similar training in the past and some are new to training in a specific area.

Students who have completed other nationally recognised training or who, through prior learning and experience have gained the same skills/competencies stipulated for the modules of the course, may be granted RPL or CT upon substantiation of that claim (evidence based). Students applying for RPL will be provided with an RPL document (inclusive of instructions) on what they need to do and what evidence is needed for their RPL application. Students are guided by their Trainer/Assessor throughout this process to ensure all RPL requirements are met.
Students applying for CT must provide certified copies of their transcript of results or must bring original transcripts to Ballinger to sight as evidence of their CT application. A “Permission for Release of Training Records” form can also be completed to allow for Ballinger to contact a previous training organisation on your behalf. Any costs that are associated with the re-issuance of qualifications from previous training organisations will be at the student’s expense.

Once a student has completed and submitted their RPL application or CT documentation a qualified Assessor will determine if RPL or CT is granted and will advise the student about the outcome of their application.

**Recognition of AQF Qualifications Issued by Other Registered Training Organisations**

Ballinger Training will at all times abide by national standards for the recognition of nationally recognised qualifications and will:

- Recognise Nationally Recognised Training delivered and assessed by another RTO through the provision of certification showing all requirements as detailed within the Australian Qualification Framework (AQF); and
- Communicate with the issuing RTO for the provision of written confirmation regarding a Certificate or Statement of Attainment, if doubt is evident.

**Prerequisites and Entry Requirements**

Some qualifications on Ballinger Training’s scope of registration have pre-requisites or entry requirements. Ballinger’s Consultants will clearly highlight these to students prior to completion of an enrolment application. In the event that students do not meet the pre-requisites or entry requirements, Ballinger Training will try to formulate a pathway to help students achieve these requirements.

Students who are under 18 years of age when they enrol in a Ballinger Training course may be required to provide written consent from their parent or legal guardian.

**Enrolment**

Prospective students need to complete and submit an enrolment form which can be obtained by contacting our office on 1300 904 577.

As required by the Australian Skills Quality Authority (ASQA) and the Registered Training Organisation (RTO) funding body, Ballinger Training conducts pre-training reviews with students prior to confirming their enrolment. This pre-training review includes a Language Literacy and Numeracy Assessment, reviewing study options and preferred learning strategies, Recognition of Prior Learning (RPL), Credit Transfer (CT), possible job outcomes, suitability of qualification(s) for the student, funding eligibility and support services. It is at this stage that students have the opportunity to speak with a Trainer if they have any further queries about the course materials, assessments or their own suitability for the course/qualification.

**Induction**

Once enrolled in a course/qualification students will be provided with learning and assessment resources and inducted into the course.

**Unique Student Identifier (USI)**

As of 1st January 2015 it is a requirement for all students, including apprentices/trainees undertaking nationally recognised VET courses to obtain a Unique Student Identifier (USI), in order to receive a Certificate or Statement of Attainment.

Students are able to create a USI at [www.usi.gov.au](http://www.usi.gov.au) or alternatively Ballinger can obtain a USI on your behalf, once permission has been granted and a form of ID is provided. For information regarding proof of ID please visit [www.usi.gov.au](http://www.usi.gov.au)

Once the USI is created you will be able to access your training history at no cost. Please note you will only be able to view results achieved from the 1st January 2015.

You are advised and agree that you understand and consent that the personal information you provide to us in connection with your application for a USI:
• is collected by the Registrar for the purposes of applying for, verifying and giving a USI, resolving problems with a USI and creating authenticated VET transcripts
• may be disclosed to:
  o Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for the purposes of administering and auditing VET, VET providers and VET programs, education related policy and research purposes and to assist in determining eligibility for training subsidies
  o VET regulators to enable them to perform their VET regulatory functions
  o VET Admission Bodies for the purpose of administering VET and VET programs
  o current and former RTOs to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies
  o schools for the purpose of delivering VET courses to the individual and reporting of these courses
  o The National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collect, preparation and auditing of national VET statistics
  o researchers for education and training related research purposes
  o any other person or agency that may be authorised or requested by law to access the information
  o any entity contractually engaged by the SIR to assist in the performance of his or her functions in the administration of the USI system
• will not otherwise be disclosed without your consent unless authorised or required by or under law.

You can find further information on how the Registrar collects, uses and discloses the personal information about you in the Registrar’s Privacy Policy or by contacting the Registrar via email at usi@industry.gov.au or telephone the Skilling Australia Information line on 13 38 73. The Registrar's Privacy Policy contains information about you, how to access and seek correction of personal information held, how to make a complaint about a breach of privacy by the Registrar in connection with the USI and how such complaints will be dealt with.

You may also make a complaint to the Information Commissioner about an interference with privacy pursuant to the Privacy Act, which includes the following:

  • misuse or interference of an unauthorised collection, use, access, modification or disclosure of USI’s
  • failure by Ballinger to destroy personal information collected only for the purpose of applying for a USI on your behalf.

In accordance with Section 11 of the Student Identifiers Act 2014 Cth (SI Act), Ballinger will securely destroy personal information which we collect from you solely for the purpose of applying for a USI on your behalf as soon as practicable after the USI application has been made, or the information is no longer needed for that purpose, unless we are required by or under any law to retain it.

Course Awards

Ballinger provides training, which is nationally recognised and adheres to the standards set by the following bodies:

• Australian Skills Quality Authority (ASQA) http://www.asqa.gov.au/
• National Centre for Vocational Education and Research (NCVER)
• Australian Qualifications Framework
• Australian Department of Education https://www.education.gov.au/

A Registered Training Organisation (RTO):

• can issue Qualifications and Statements of Attainment that are recognised nationally
• can use the Nationally Recognised Training (NRT) logo
• is listed on https://training.gov.au/Home/Tga
• is eligible to tender for public funding for Vocational Education and Training (VET)

AQF Issuance Policy

As per the Australian Qualifications Framework (AQF) Issuance Policy, Ballinger will comply with the following:
• When enrolling a student and viewing issued Qualification testamurs or a Statement of Attainment, Ballinger will seek verification of the certification from the relevant RTO where there is some ambiguity. The student is to provide the original Qualification testamur or Statement of Attainment for sighting or provide a certified copy of the record with enrolment. Ballinger will then certify the document to ensure its validity.
• Qualification testamur and Statement of Attainment’s will only be issued to students for qualifications and units of competency registered on Ballinger’s Scope of Registration
• A Qualification testamur will be issued to a student who has completed all of the requirements of the qualification
• Qualification testamur and Statement of Attainment issued by Ballinger will have the required wording as indicated in the AQF handbook, including, correct identity of the entitled person, the correct code and title of the qualification, occupation stream and industry descriptor if applicable. The Nationally Recognised Training logo
• A Statement of Attainment will be issued to students who have completed an accredited unit of competency/s in partial completion of an AQF qualification/course
• The Statement of Attainment will be in a form that cannot be mistaken for a Qualification testamur and will include the wording ‘A Statement of Attainment is issued when an individual has completed one or more accredited unit of competency’
• Ballinger will use its company logo, name and RTO code, date issued, and authorising signature copy protected paper to prevent fraudulent reproduction of a Qualification testamur and/or Statement of Attainment
• Replacement of a Qualification testamur or Statement of Attainment is to be printed on the same paper as the original along with the Ballinger logo and authorising signature

On successful completion of the course, students will receive:

• Full Qualification – a Certificate and a Statement of Results
• Partial Qualification - a Statement of Attainment

**Fee for Service Courses**

Fee for Service courses are delivered when the student or third party meets the cost of the training. At the time of enrolment you will be notified of the total training cost and at this time it will be identified whether the fees for your training are to be paid by you or a third party, the party responsible for the cost of this training will be invoiced accordingly. Where the employer is paying the fees, the employer will receive an invoice for the full amount of training, prior to the training commencing. The terms of payment will be negotiated with the employer.

If the student is paying the course fees, payments in advance at the time of enrolment will not exceed $1,500.00 for courses longer than two weeks. A 50% deposit will be invoiced upon enrolment with the balance due upon completion. Alternatively, to assist student's in managing the payment of fees Ballinger Payment Plan facility can be accessed via Ezypay or Zipmoney. Should you require further information about either of these payment arrangements, please contact Head Office.

Course fees for short courses under $1,500.00 are to be paid prior to commencement of training. Payment of short courses can be made in full via Eftpos, direct deposit and/or credit card.

Course fees are detailed in the Course Fees & Additional Costs section of this handbook.

**Funded Programs**

**2016 – 2017 User Choice Program**

The User Choice program provides public funding paid directly to pre-qualified suppliers (PQS) for the delivery of accredited entry-level training to apprentices and trainees.

The program works in conjunction with the Commonwealth Australian Apprenticeships System, under which apprentices and trainees (also known in some jurisdictions as ‘Australian apprentices’) enter into legally binding training contracts with their employers and receive structured training to achieve a nationally recognised qualification.
The User Choice 2016–2017 program provides a public funding contribution towards the cost of training and assessment for eligible Queensland apprentices and trainees.

The intent of the User Choice program is to provide funding for the training and assessment that supports the apprenticeship and traineeship system, as defined by the Further Education and Training Act 2014. User Choice funding is only available when all arrangements, particularly employment arrangements, are consistent with the Act. The employer of an apprentice or trainee must therefore provide adequate facilities, range of work, supervision and the on-the-job training required by the Act and document this information in a training plan agreed to with the RTO and the apprentice or trainee. The RTO is required to assess these employment arrangements to ensure compliance with the Act.

Student Contribution Fee

The student contribution fee of $1.60 per nominal hour and the nominal hours calculated for each unit of competency is determined by DET. Student Contribution Fees may be paid by you, your employer or a third party.

If you and/or your employer have nominated to pay the Student Contribution Fees, an estimate of the total Student Contribution Fees will be provided to you prior to enrolling.

Students and/or employers have the option to pay Student Contribution Fees via invoice or utilising Ballinger’s Payment Plan facility, EZYPAY. If the student and/or employer elects to pay Student Contribution Fees utilising Ballinger’s Payment Plan facility a $100.00 deposit must be paid prior to the commencement of training and all remaining payments must be made according to the agreed schedule. Please refer to the Payment Plan Agreement and User Choice Payment Plan Application Form for further information.

By choosing the invoice option on the User Choice Student Enrolment Form, students will be invoiced monthly from the initial invoice issue date until training has completed. Should training and assessment complete prior to the above fee structure; all outstanding Student Contribution Fees will be invoiced upon completion of training and issuance of the Qualification and/or Statement of Attainment.

Payment options are available for employer’s who nominate to pay the Student Contribution Fee, for more information please contact with your local Ballinger office.

Payment of invoices can be made via Eftpos, direct deposit and/or credit card.

Federal incentives may be available for employers, apprentices and trainees. Visit the Australian Apprenticeship Centre at http://www.australianapprenticeships.gov.au for more information.

Partial Fee Exemption

It is a requirement of RTO’s to charge 40 per cent of the Student Contribution Fee for any student who falls into one or more of the following exemption categories:

- The student was or will be under 17 at the end of February in the year in which Ballinger provides training, and the participant is not at school and has not completed year 12
- The student holds a health care card or pensioner card issued under Commonwealth law, or is the partner or a dependent of a person who holds a health care card or pensioner concession card, and is named on the card
- The student issues Ballinger with an official form under Commonwealth law confirming that the participant, his or her partner or the person of whom the participant is a dependent, is entitled to concessions under a health care card or pensioner concession card
- The student is an Aboriginal or Torres Strait Islander person. Acceptable evidence is as stated on the Training Contract and Ballinger’s User Choice Enrolment form.

Fee Exemption

Ballinger Training will apply a full exemption of tuition fees where the participant is a registered School-Based Apprentice/Trainee.
Where payment of the Student Contribution Fees would cause the student or family extreme financial hardship then Ballinger Training may, after considering all the information, choose to exempt the student from these fees.

Students wishing to apply for fee exemption on the basis of financial hardship must apply in writing no later than 14 days after enrolling to:

Managing Director
Ballinger Training & Consultancy
PO Box 339
Yungaburra, QLD, 4884

The letter must detail the reasons for the exemption application including the extent of the hardship and its effect on the family if the student were required to pay the fees.

Obligations

Upon signing the Training Contract the apprentice/trainee agrees to abide by the following obligations:

- pay student contribution fees (the employer or a third party may pay these on your behalf)
- attend work, do the job and follow the employer’s lawful instructions
- participate in negotiating the training plan, work towards achieving the qualification/statement of attainment by undertaking the training and assessment required under the training plan
- obey all workplace health and safety (including dress and equipment) and code of conduct workplace rules
- keep the training record book and produce it to the employer, training organisation and/or DET when requested
- Do not terminate the apprenticeship/traineeship before completion unless you and your employer mutually agree. It is the responsibility of the student and employer to notify the Australian Apprenticeship Support Network provider or DET.

Certificate 3 Guarantee Program

The Queensland Department of Education and Training Certificate 3 Guarantee Student Facts Sheet (available at https://training.qld.gov.au/employers/funding/certificate3) provides the following details about this excellent program.

A core element of the Queensland Government’s Working Queensland jobs plan is ensuring Queenslanders have access to quality training programs that deliver effective skills to meet employment and business demands.

The Certificate 3 Guarantee supports eligible individuals to complete their first post-school certificate III level qualification and increase their skills to move into employment, re-enter the workforce or advance their career.

It also supports Queensland’s Year 12 graduates to transition to employment by providing fee-free training in high priority qualifications.

Subsidies

Under the Certificate 3 Guarantee, the Queensland Government provides a subsidy for a range of certificate III level vocational qualifications. Foundation skills training and lower-level vocational qualifications may also be subsidised in certain circumstances.

Eligibility

The program is open to any Queensland resident aged 15 years or over who is no longer at school (with the exception of VET in Schools students) and is an Australian or New Zealand citizen or Australian permanent resident (including humanitarian entrants), or a temporary resident with the necessary visa and work permits on the pathway to permanent residency. Prospective students must not have or be enrolled in a certificate III level or higher qualification, not including qualifications completed at school and foundations skills training.
Participation

It is important that you choose the right course for you to take full advantage of the program. The Queensland Skills Gateway displays the courses available under the Certificate 3 Guarantee and provides information about what they cover, the careers they can lead to, and the training providers approved to deliver them — visit www.training.qld.gov.au/skillsgateway.

Subsidy

The investment priority or importance of the training determines the size of the government subsidy. Training in vocational areas that align with important economic and industry skills needs will receive a higher government subsidy.

A higher subsidy will also be paid to support participation by disadvantaged learners. More information on concessional student status is detailed in the Certificate 3 Guarantee Program Policy at www.training.qld.gov.au/certificate3guarantee.

Co-contribution fee

Given the benefits that training provides to individuals, students undertaking certificate III level training and non-concessional students undertaking lower-level vocational training are required to contribute to the costs of their training through a co-contribution fee. Co-contribution fees are outlined in the Course Fees & Additional Costs section of this handbook.

The amount of your out-of-pocket expense will vary depending on the course you undertake and the training provider you choose.

The fee may be paid on your behalf by an employer or another third party, but cannot be paid by the training provider.

Certificate 3 Guarantee - Higher Level Skills Program

The Higher Level Skills program provides eligible students and employers with access to a subsidised training place in a priority certificate IV, diploma or advanced diploma level qualification, or a priority industry-endorsed skill set. The program will help individuals gain employment in a critical occupation, progress in their chosen career, or transition to university to continue their studies. For further information visit https://training.qld.gov.au/employers/funding/hls

Co-contribution fee

It is a program requirement that Ballinger charge a Co-contribution Fee for students enrolling into the Higher Level Skills program. The Co-contribution Fee will be invoiced upon enrolment and must be paid prior to commencement of training. The employer or a third party may pay the Co-contribution Fee on behalf of the student; failure to meet this requirement may result in Ballinger withholding AQF certification documentation.

Co-contribution Fees are outlined in the Course Fees & Additional Costs section of this handbook. Payment of Co-contribution Fees can be made in full via Eftpos, direct deposit and/or credit card.

Policies

Inclusive Learning Policy

Inclusive learning is about a fair go for everyone. Everyone has a right to learn, everyone can learn, but many people do not get fair access to learning opportunities.

From a teaching and learning perspective, being inclusive is about approaching, accepting, and valuing people as individuals first. Learners have different backgrounds, identities and aspirations which impact upon how they learn. Rather than focusing on a single defining characteristic (such as having a disability or living in a remote area), inclusive learning acknowledges the diversity of learners.

Recognising, respecting and working positively with individual differences is how teachers and trainers put inclusive learning into practice. Teachers are not wholly responsible for inclusive learning. RTO leadership, policy and funding systems need to support
them to ensure systemic issues do not get in the way of teachers' good intentions, services, club activities and the administration of Commonwealth laws and programs (DET – Inclusive Learning – A Way Forward).

Ballinger will implement the following actions to ensure the implementation of inclusive learning:

- Understand differences in the learner cohort
- Access skills and expertise in addressing differences
- Listen to the learner
- Help learners choose an appropriate learning pathway
- Develop the core skills of learners.

Ballinger trainers/assessors will embed the following four principles in day-to-day practice:

- Everyone learns differently
- Being inclusive is everyone's responsibility
- Learners bring existing knowledge and skills
- Five core skills underpin all learning: The skills of oral communication, reading, writing, numeracy and learning need special attention. They underpin every competency standard at every qualification level.

Complaints & Appeals Procedure

Purpose

To ensure that complaints and appeals are addressed efficiently and effectively. This policy is in-line with the Standards for RTO’s 2015 Clause 6.1 to 6.5 in providing a process for managing and responding to allegations involving the conduct of:

a. the RTO, its trainers, assessors or other staff
b. a learner of the RTO.

Scope

This procedure applies to all complaints and appeals highlighted by enrolled students/clients. This procedure also applied to complaints and appeals highlighted by staff of Ballinger Training & Consultancy. The complaint may be against another client and/or staff member/s. In certain circumstances, this procedure may be used to deal with a complaint against a person who is not an employee or client, but how is involved in a training/assessment related activity.

All complaints and appeals received by Ballinger Training and Consultancy are viewed as an opportunity for improvement.

Despite all efforts of Ballinger Training and Consultancy to provide quality services to its students, complaints may occasionally arise that require formal resolution. The following procedures provide students the opportunity to have any issues relating to a substantiated complaint or appeal resolved and resolutions reached that attempt to satisfy all parties involved. This complaints and appeals process will be at no cost to the student unless referred to a External party.

Definitions

**Appeal** – an appeal is where the client of an RTO, or other interested party, may dispute a decision made by the RTO. The decision made by the RTO may be an assessment decision or may be about any other aspect of the RTO’s operations.

**Complaint** – a complaint is any expression of dissatisfaction with an action, product or service of an education and training provider.

**Process**
Informal and Formal Resolutions

We encourage our students/clients and staff to informally resolve complaints/appeals, where possible. This may include advice, discussions, and general mediation in relation to the issue. In the event that a complaint/appeal arises we request that students/client speak with their trainer/assessor or person/s their complaint and appeal is related to about their issue/s. We promote and request that parties involved try to resolve their issues with each other in an informal manner, with mutual respect for each other.

However, we also understand that not all complaints/appeals can be resolved in an informal manner. We endeavour to have all informal complaints/appeals be brought to the attention of the CEO and Managing Director and forwarded to the continuous improvement process if applicable. If a person deems they have grounds for a complaint/appeal, or a conflict arises from actions, decisions or omissions by Ballinger Training and Consultancy management, contractors or staff and has been unsuccessful to informally resolve the issue then this needs to be brought to the attention of the CEO and Managing Director.

The following process applies:

a. Any student, potential student, or third party may submit a formal complaint to Ballinger Training and Consultancy with the reasonable expectation the complaints/appeals will be treated with integrity and privacy. There is no cost for the complaints/appeals process unless it is referred to a third party for mediation.

b. A student wishing to submit a formal complaint or appeal can do so by completing the ‘Complaints and Appeals Form’ and state their case providing as many details as possible. The Complaints and Appeals Form is available by contacting your Student Support Officer at Ballinger Training and Consultancy;

c. All formal complaints or appeals are submitted to the Student Support Officer. It is their responsibility to deal with the complaint in the first instance. This is unless the complaint is against the Student Support Officer, at which stage, the student can request that the complaint /appeal be dealt with confidentially and directly with the CEO and Managing Director. Complaints are to include the following information:

- Submission date of complaint
- Name of complainant;
- Nature of complaint;
- Date of the event which lead to the complaint
- Attachments (if applicable);

Where a student wishes to appeal an assessment they are required to notify their trainer/assessor in the first instance. Where appropriate the assessor may decide to re-assess the student to ensure a fair and equitable decision is gained. The trainer/assessor shall complete a written report regarding the re-assessment outlining the reasons why assessment was or was not granted.

d. Once the complaint/appeal is received it is to be entered into the ‘Complaints and Appeals Register’. The Student Support Officer monitors the register regularly. The information to be entered and updated in the register is as follows:

- Submission date of complaint/appeal
- Name of complainant/appeal
- Description of complaint / appeal
- Determined Resolution; and
- Date of Resolution.

Once a complaint/appeal has been logged in the Complaints and Appeals Register, the Student Support Officer shall notify the CEO and Managing Director of the complaint and provide any further documentation related to the matter.

e. The Managing Director will investigate the complaint within 14 working days. The Managing Director will make final decisions and will ensure in doing so that it is done as fairly as possible and that the person making the complaint/appeal is satisfied with the outcome. However, Ballinger Training and Consultancy will not be responsible for issues that are clearly and solely the student/client’s responsibility.

For appeals, the Student Support Officer shall seek details from the assessor involved and any other relevant parties and presents the case to the Managing Director. A decision shall be made regarding the appeal either indicating the assessment decision stands...
or details of a possible re-assessment by a ‘third party’. The third party shall be another assessor appointed by Ballinger Training and Consultancy.

A student may be assisted or accompanied by the Student Support Officer regardless of the nature of the complaint throughout the process at all times.

f. The person making the complaint/appeal will receive a written statement of the outcomes, including reasons for the decision within 21 working days of lodging their complaint/appeal. If a complaint/appeal is not rectified to the satisfaction of both parties, the Managing Director and CEO will call a meeting of the parties and have a third-party attend in order to mediate the dispute, if this has not occurred earlier in the resolution process. This will be at the complainant’s expense.

g. If a complaint/appeal is still not resolved then the student/client is advised that they can visit this link http://www.asqa.gov.au/complaints/making-a-complaint.html and follow due process as outlined by Australian Skills Quality Authority (ASQA). It is an ASQA requirement that the student/client must go through the RTO’s internal resolution process first before than can contact ASQA.

Ballinger Training and Consultancy will at all times endeavour to resolve any issues students/clients may have. All complaints/appeals and their outcomes will be recorded in our Complaints/Appeals Register. Information from this register will be used by Ballinger Training to improve the quality of our service.

Privacy Statement

Privacy & Confidentiality Policies

Personal information collected as a result of your enrolment will be used by the Department of Education and Training (DET), the Australian Skills Quality Authority (ASQA) and the Student Identifiers Registrar (SIR) for general student administration, vocational education and training administration and regulation, as well as for planning, communication, research, evaluation, auditing and marketing activities by these bodies. Only authorised DET/ASQA/SIR Officers have access to this information.

Your personal information, attendance details, progress and results may be disclosed to:

- ASQA
- DET Queensland
- Your employer

No further access to your enrolment information will be provided to any other organisation or persons without your consent, or unless authorised or required by law, in accordance with the Privacy Act 1988.

More detailed information about this policy can be found on our website at www.ballinger.edu.au

Disciplinary Procedures

Ballinger Training adheres to the principles of adult learning, that the learning environment shall facilitate the learning of all students without interference or disturbance from others and encourages students to respect and protect the rights of others.

Students are required to uphold the standards of Ballinger Training when they are engaged in training and assessment activities. Misconduct means any conduct that is prejudicial to the good order and discipline required. The following forms of misconduct will not be accepted: wilful damage or removal of property, assault or harassment (physical or verbal), cheating or attempting to cheat or assisting any other student to cheat by any means, negligent or disorderly conduct towards a staff member or student, being under the influence of alcohol or drugs, smoking in the building, infringing copyright and consistently attending scheduled training late.

Students who are found breaching these requirements will face disciplinary procedures, which may include suspension of enrolment, cancellation of enrolment, and in extreme instances referral to law enforcement agencies.
Access & Equity

Ballinger will meet the needs of individuals and the community as a whole through the integration of access and equity guidelines.

The organisation will:

- Ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination;
- Increase opportunities for people to participate in the vocational education and training system, and in associated decisions, which affect their lives, and
- Implement client oriented conservation programmes and target the specific needs of market segments in enhancing the economic development of the organisation.
- Access and equity means ensuring that everyone has the opportunity to successfully gain skills, knowledge and experience through education and training. Ballinger will maintain a policy of non-discrimination in accordance with the Anti-Discrimination Act 1997 (amended 2002) towards all trainees.

Refunds and Cancellations

Withdrawals, Cancellations and Discontinuations

In some instances a student's circumstances can change and this affects their ability to successfully complete the course/qualification they are undertaking with Ballinger Training.

A student must advise Ballinger in writing if they are unable to successfully complete a course/qualification. Sometimes a student may be required to withdraw from a course/qualification with Ballinger due to agreed disciplinary actions taken against a student, if there has been a breach of policies and procedures set out by Ballinger.

In addition Ballinger reserves the right to withdraw a student's enrolment in the event that a student does not adhere to the assessment submission deadlines provided to the student as part of their training and assessment schedules. Ballinger will provide a student with up to 3 written warnings regarding their assessment submissions and a student's failure to respond to and act on these written assessment submission warnings will trigger Ballinger's to cancel and/or withdraw a student's enrolment.

No refund of fees will be given to a student in the event a student's enrolment is withdrawn/ cancelled/discontinued.

In the event a student's enrolment is withdrawn, cancelled or discontinued with Ballinger for whatever reason, Ballinger will document the reasons and also advise the student and relevant regulating and funding bodies as per their requirements.

A student can obtain a formal Statement of Attainment at NO additional cost if their enrolment is withdrawn, cancelled or discontinued prior to completing their qualification, provided they have paid the full fees related to the units included in their Statement of Attainment.

In extenuating circumstances, students may be granted a formal extension to their course for a period of up to 12 months. This is only applicable if a student has completed an application for a formal extension.

Students may only apply for 2 x 6 months extensions or 1 x 12 month extension for any course in which they are enrolled. This means the maximum time frame for completion of any course is 3 years.

Course Withdrawal

Notification of withdrawal from a course and/or applications for refunds must be addressed to the BT&C Administration Team and submitted in writing within 7 days.

If written notice or contact is not communicated with administration within 90 days from the last day of attendance, BT&C will deem that you do not intend to return and as a result the following process will be undertaken:

- the trainer advises administration of your absence in excess of 90 days
• the administration team will endeavor to contact you based on details provided at enrolment
• all contact attempts will be recorded on your trainee file
• a withdrawn status will be added to your electronic and hard-copy file

Guarantee of Continued Training and Assessment

Ballinger is committed to providing value for all its students. In the unlikely event that Ballinger is unable to complete a course or part thereof due to unforeseeable circumstances and is unable to make alternative arrangements using its own resources, then Ballinger will arrange for training and assessment to be completed through another RTO at no additional cost to the student. Prior to transfer to another RTO, affected students will be formally notified of the arrangements.

Transition to Training Packages/Expiry of Accredited Units

Ballinger is required to smoothly transition students to the most current version of a Training Package qualification in the event a Training Package qualification on the scope of registration has been updated or superseded. Ballinger is also required to help students transition from expired Accredited Courses to the current version of the Training Package qualification that replaces the expired Accredited Course that is on their scope of registration.

This is achieved by regularly checking for updates to Training Packages and Accredited Courses and then creating a transition strategy for students who are currently enrolled in a Training Package qualification or Accredited Course that is being updated or superseded.

Ballinger’s transition strategy ensures at all times that students are not disadvantaged and are not charged a fee to transition to the most current version of a Training Package qualification on their scope of registration. Ballinger works with students to ensure a smooth transition occurs on a cohort and individual basis.

Please note, this transition strategy does not apply to students who have successfully completed their qualification and the Training Package qualification was subsequently updated or superseded. This transition strategy only applies to current students.

Workplace Health and Safety – Students and Staff

Safety in the workplace is critical to the successful operations of Ballinger Training. Ballinger recognises its responsibility to provide a safe and healthy environment for all its staff, students and guests.

Ballinger is committed to providing effective and ongoing workplace health and safety measures. Ballinger is a subscriber to Worksafe Queensland, which provides regular access to new compliance information and up-to-date regulatory requirements and these requirements are continually reviewed and implemented by staff and external consultants.

Your Feedback

Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from students and employers to contribute to our continuous improvement processes so we are always striving to do better. All students and employers will be provided with a Quality Indicator Survey that they are required to complete. Please help us by completing the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our office. We also welcome feedback from you at any time by email and phone.
<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Name</th>
<th>Full Fee (Online)</th>
<th>Full Fee (Blended)*</th>
<th>Full Fee (RPL Assessment)</th>
<th>User Choice (SCF per Scheduled Hour)**</th>
<th>Govt Funded Tuition Fee *(C3G/HLS)</th>
<th>Govt Funded Concession Fee **(C3G/HLS)</th>
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</tbody>
</table>

* Blended delivery can be one or a combination of face to face, distance and workshop deliveries, depending on the qualification
** This training is provided under the Queensland Governments User Choice Funding
++ This training is provided funded under the Queensland Governments Certificate 3 Guarantee Funding

Other Fees (if applicable):

- **Replacement Qualification Testamur and Statement of Attainment** – first replacement is Free of Charge. Each subsequent replacement will be charged at $10.00 each.
  This will need to be paid prior to posting.

Terms

- **Fee for Service** qualifications (not funded) require a 50% upfront payment, followed by 50% payable upon completion except for qualification’s over $3000 which will be invoiced at $1500 upfront with the balance upon completion. Payment options include Credit Card, Direct Deposit and Zipmoney™. Regional and/or remote training delivery may attract additional costs;
- **User Choice Funded** qualifications can have the Student Contribution Fees paid via Ezypay monthly for the duration of the qualification or upfront in one payment;
- **Certificate 3 Guarantee and Higher Level Skills** funded courses require the Student Contribution Fee to be paid upfront, prior to the commencement of training.