

Welcome to Ballinger Training!

Ballinger Training and Consultancy is a Registered Training Organisation based on the Sunshine Coast in Queensland, RTO # 31252.

Ballinger Training provides Nationally Recognised training courses, face to face throughout South East Queensland, and online nationally.

Programs offered by Ballinger Training are:

- Certificate IV in Training and Assessment
- Certificate IV in Frontline Management
- Diploma of Management
- Certificate IV in Work Health and Safety Online
- TAELLN411 Online
- Short courses in office skills - online
- Certificate III in Business Administration – online

RPL is available on all courses. Please email terri@ballinger.edu.au for information.

Enrolment

For face to face classes, enrolment forms can be returned to:

Ballinger Training and Consultancy

Enrolment Officer

PO Box 7152

Sippy Downs

Qld 4556

Online programs can be enrolled in and accessed via our website: www.ballinger.edu.au

Online enrolments are open for 12 months from date of registration.

Fees and Charges / Refund Policy

Ballinger Training has a **Pay as You Learn** system for the payment of **face to face** course fees, for full qualifications.

On enrolment, fee paying students are required to pay a non-refundable enrolment fee of \$300.

The remainder of course fees will be paid as regular instalments spaced over the duration of the course, as negotiated with Administration.

Ballinger Training does not encourage the payment of fees in advance over \$1000.

Should clients withdraw from the course prior to the commencement of the course they will not receive a refund of the enrolment fee, however, should they so choose, they will be offered a place on the next available course.

If a student withdraws before completion of the course, a pro-rata payment will be required, as negotiated with management.

In any case where full fees have been paid up front, the student will receive a full refund of fees paid and there will be no enrolment fee in the following circumstances:

- the course is cancelled by Ballinger Training
- the course is rescheduled to a time and location that is unsuitable for the student.

A full refund (less enrolment fee of \$300) will apply if students withdraw before the course commences. However, students are strongly advised to consider their work and/or personal commitments before enrolling to avoid this situation occurring.

No refund will be granted if the student has participated in the face to face learning sessions, but then fails to submit completed assessments.

For online programs, once enrolled and program is accessed, there is no refund.

Ballinger Training takes into account unforeseen circumstances that may befall a person and affect their ability to continue their training (for example, long-term illness or injury). In such instances, please speak to your trainer or management.

Assessment Due Date and Extension Policy

It is important that assessment tasks are submitted by the due date provided by the trainer/assessor at the beginning of your course. These dates are included in the Assessment Information Handout that is provided to every student on the first day of their course. All students sign an Evidence Plan at the beginning of their course, due dates are listed on this plan.

Fairness in assessment requires consideration of the individual student's needs and characteristics, and any reasonable adjustments that need to be applied to take account of them. It requires clear communication between the assessor and the student to ensure that the student is fully informed about the assessment process. Due dates can be negotiated with the trainer/assessor to meet individual needs.

Therefore if you are unable to submit assessment tasks by the due date please contact info@ballinger.edu.au to obtain an Extension Request Form. Complete and return this form at least 3 days prior to the due date of the assessment task. Valid reasons must be provided when requesting an extension. The trainer and assessor will respond to your request within 24 hours.

Client Support Services

All consultants are experienced and conversant with the "Adult Learner Principles" and take account of flexible delivery to suit individual client needs.

Our trainers are available to meet with you to explore career and training pathways. Please contact the college to make an appointment.

Students with a disability who are considering enrolling at Ballinger Training are encouraged to disclose any information about their disability, which will be relevant to the support that may be required in their studies. The term "disability" refers to illness, impairment or condition which may impact on a student's ability to successfully complete training. Learning disabilities should also be identified.

Your enrolment form provides you with the opportunity to disclose that you have a disability. Early disclosure offers the best chance of having support in place when your program commences.

Credit Transfer and Recognition of Prior Learning

Within the Australian Quality Training Framework (AQTF) a registered training organisation (RTO) must:

- recognise and accept Australian Qualifications Framework (AQF) qualifications and partial qualifications conferred by other RTOs and
- recognise an individual's AQF qualification or partial qualification.

RPL can be defined in a number of ways, but all definitions include the key notion that *RPL involves the assessment of previously unrecognised skills and knowledge an individual has achieved outside the formal education and training system*. RPL assesses this unrecognised learning against the requirements of a qualification, in respect of both entry requirements and outcomes to be achieved. By removing duplication of learning, individuals are encouraged to continue upgrading their skills and knowledge through recognised education and training towards formal qualifications and improved employment outcomes. (Australian Qualifications Framework Advisory Board, 2002)

In order to recognise prior learning it is necessary for an assessor to compare the informal or non-formal learning that you have achieved against the evidence requirements stated in the qualification, and then to determine appropriate evidence to support the claim of prior learning. This is done at the interview stage. If recognition is a viable option a plan is developed and agreed to by the assessor and the candidate.

The plan may include some of the following strategies; this list is not exhaustive;

- participation in exactly the same or modified versions of the assessment the student would be required to complete as part of the full course
- assessment based on a portfolio of evidence
- direct observation of demonstration of skill or competence
- reflective papers, journals or portfolios that relate past learning to the learning or
- competency outcomes of the current course or qualification
- provision of examples of the student's work drawn from the workplace, social, community or other setting in which the student applies their learning, skill or competence
- testimonials of learning, skill or competence
- combinations of any of the above.

Your enrolment form provides you with the opportunity to disclose that you wish to apply for RPL before the program commences.

Appointments can be made prior to enrolment to discuss RPL options.

Access to Student Files

If students require access to their personal student records, records will be made available upon written request by the student. Confidentiality will be maintained at all times.

Employability Skills

Employability Skills are embedded in training and assessment procedures. Information on the Employability Skills relevant to the qualification you are studying can be obtained at www.employabilityskills.training.com.au.

General Code of Conduct

The following information lists the code of conduct for Ballinger Training and Consultancy by which all students, staff, clients and visitors must abide.

It is our policy to use non-discriminatory language in all forms of internal and external

communication. This includes, but is not limited to:

- Correspondence
- publications
- posters
- departmental forms
- videos
- verbal communication with clients, employees, students and agents.

Discriminatory language can be either a form of discrimination or harassment that is unlawful under the *Anti-Discrimination Act (1991)*. In addition, language used in written and verbal communication should be inclusive, that is, it should not distinguish on the basis of attributes specified in the Anti-Discrimination Act unless such distinctions are relevant and necessary.

Discrimination is not tolerated at Ballinger Training and Consultancy. The Queensland Anti-Discrimination Act makes it unlawful to discriminate on the grounds of:

- sex
- marital status
- pregnancy
- breast feeding (in the area of goods and services only)
- age
- race
- impairment
- religion
- political belief or activity
- trade union activity
- lawful sexual activity
- association with, or relation to, a person identified on the basis of any of the above attributes.

Sexual harassment

The Queensland Anti-Discrimination Act and the Commonwealth Sex Discrimination Act makes sexual harassment unlawful.

A person is sexually harassed if he or she feels frightened, offended, angry or humiliated by another person's behaviour that is sexual in nature. Sexual harassment can happen to anyone, regardless of his or her sex or age.

Sexual harassment is unwanted and unwelcome sexual attention. It may be sexual harassment when someone:

- stares or leers at a person
- persists in asking a person out after they have said no
- tells dirty jokes or displays offensive print material in a person's presence
- makes unwelcome comments about a person's sex life
- touches or brushes against a person on purpose
- tries to force a person to have sex.

Note: Sexual harassment does not apply to normal friendships or relationships based on mutual attraction. The attention must be unwarranted for it to be harassment.

A student who believes that he or she is being discriminated against should contact Ballinger Training and Consultancy management.

Compliance

While studying with Ballinger Training and Consultancy, students must comply with health and safety policy and procedures, including:

- use of protective clothing and equipment
- prohibition of smoking inside Government buildings
- appropriate use of facilities.

Student Code of Conduct

Students are required to respect and uphold the laws of the State of Queensland, the Commonwealth of Australia at all times.

Students have an obligation to carry out all student activities lawfully and to comply with all reasonable directions related to student activities, especially in the case of an emergency situation.

Students are entitled to challenge, respectfully, directions or decisions if they appear to be unlawful or unreasonable or endanger a person's health or safety

Respect for the property of Ballinger Training and Consultancy and of other persons.

Respect for persons

Students have an obligation to treat other students and members of the Ballinger Training and Consultancy's community honestly, fairly, with respect and to tolerate the views of others, this includes:

- showing respect for fellow students
- teaching and administration staff through use of appropriate language and actions
- contributing to a positive and productive learning environment for the benefit of self and others
- showing respect and tolerance for others regardless of their background or culture
- avoiding offensive, abusive and discriminatory language and behaviour and all forms of harassment

While in practical classes or work experience/industry or vocational placement students have an obligation to take reasonable steps to ensure the safety, health and welfare of themselves and others (which may include wearing appropriate safety clothing, protective equipment or use of safety equipment).

Students are not to display unacceptable behaviour i.e. aggressive, threatening or abusive behaviour (including bullying or harassment).

Integrity

Students have an obligation to be honest and to represent themselves with integrity on all occasions, this includes:

- not making false statements in regard to your student status or representation as a student or entitlements as a student
- submission of assessments that represent your own work and contain no plagiarized material.

Complaints, grievances and appeals

Complaint - when a client of an RTO, or other interested parties, may raise a concern about the RTO's policies, procedures, services or products with a view to having them changed and improved.

Appeal - when a process whereby a 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.

In accordance with AQTF 2010 Ballinger Training has policies and procedures for dealing with customer complaints, grievances and appeals in a constructive and timely manner. If you have a complaint or an appeal about Ballinger Training please speak directly with your trainer or our management team.

If you are not satisfied with the handling of the complaint by Ballinger, you can lodge the complaint with the registering body or the **National Training Complaints Hotline**, telephone: **1800 000 674**.

Complaints to the National Training Complaints Hotline are referred to the appropriate registering body.

Privacy

Ballinger Training & Consulting is committed to ensuring that you are comfortable in supplying us with your personal information. In accordance with the Privacy Act (1988), we are required to comply with the National Privacy Principles. If you want to know more about these principles, a copy can be found at www.privacy.gov.au

Our Privacy Policy sets out how Ballinger Training & Consulting manages personal information to comply with the provisions of the Privacy Act.

CONTACT DETAILS

Office hours are from 9am – 2.30pm, Monday to Friday. At other times, when Terri is delivering training, or meeting with students, messages can be left at 07 54451397 or terri@ballinger.edu.au

Website:

For more information and updates, check out our website www.ballinger.edu.au or email info@ballinger.edu.au

I look forward to being able to work with you in the near future,

Terri Carr

Owner/Director