



Business Wise First Aid Training

Student Handbook

Business Wise First Aid Training

RTO Number 45193

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NSW 2285

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CODE OF CONDUCT – STUDENT

Business Wise First Aid Training seeks to provide an environment that is free from unacceptable behavior and promotes a positive learning environment for all students.

A student must at all times maintain a high standard of behavior while engaged in activities either within the premises of Business Wise First Aid Training or at another location.

All students at Business Wise First Aid Training are required to conduct themselves in a professional manner at all times, and refrain from actions that may bring Business Wise First Aid Training into disrepute.

Examples of actions that will be considered as bringing Business Wise First Aid Training into disrepute may include (but are not restricted to)

- Being under the influence of drugs and/or alcohol
- Use of abusive language
- Inappropriate dress (contrary to the Dress Code)
- Treating others in a discriminatory manner
- Bullying or intimidating others
- Breaching the Code of Conduct for Students
- Acting in a dishonest or deceptive manner
- Acting in a way that puts others at risk of harm.

Students are responsible to

- Be informed of and comply with Commonwealth or State law
- Identify themselves truthfully
- Adhere to all Business Wise First Aid Training Policies as set out in the Trainers VET Quality Manual
- Be free from (not under the influence of) prohibited drugs and/or substances including alcohol during attendance training supplied by Business Wise First Aid Training
- Comply with all lawful directions while at Business Wise First Aid Training, or when engaged in any Business Wise First Aid Training related activities
- Ensure compliance with the Business Wise First Aid Training WHS and Dress Code.
- Give truthful information relating to student status

Professional conduct means

- Communicating in a way that demonstrates respect for others and is free from verbal abuse
- Behaving in a way that supports the freedom of other persons (students) to pursue their studies and participate in the activities of Business Wise First Aid Training
- Behaving in a way that supports the safety or health of any other person
- Treating Business Wise First Aid Training property with respect and prevent damage or destruction of property

- Behaving in a way that supports Business Wise First Aid Training during activity's, class and examination/assessment
- Treating others with respect and not discriminate based on gender, race, age, sexual preference or religious belief
- Treating others with courtesy, dignity and respect and avoiding any behavior which may be regarded as offensive, discriminatory or unethical
- Respecting the right of others to have their own views, opinions, beliefs and values
- Respecting the right of others to privacy and confidentiality
- Avoiding the use of slang, swearing or other language that may be regarded as offensive

Disciplinary Action

Where a student or staff member is found to be in breach of this policy, or communicates acceptable behaviors. Disciplinary action may be taken.

Disciplinary action may include

- Suspension from Training
- Expulsion from training Program

Disciplinary Procedure

Where the CEO suspect's student/s have acted in an inappropriate manner (as described above), the student will:

- Receive a verbal reprimand and be given the right to reply to the reprimand

Where the CEO continue to show concern that student/s have acted in an inappropriate manner (as described above), the student will have a referral sent requesting a formal review of the allegations.

Where management group deem that the level of misconduct is significant, the CEO will

- Detail a formal warning including allegations and likely disciplinary actions that will result.
- Request a formal meeting with the student

Where the meeting fails to see resolution the student will be suspended from training until such time as mediation can be organised.

Where mediation fails to result in an acceptable outcome for parties, Business Wise First Aid Training will

- Follow any lawful directions set during mediation
- Seek to formally expel the student from further training

All persons are to abide the Commonwealth and State Legislation and Acts including

- NSW Work, Health and Safety Act 2011
- NSW Work, Health and Safety Regulation 2011
- Information in regards to these acts and regulations can be found at www.workcover.nsw.gov.au
- NSW Anti-Discrimination Act 1982

- Disability discrimination Act 1992 Act No 169 of 2012
- Age Discrimination Act 2004
- Australian Human Rights Commission Act 1986
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Information in regards to these acts can be found at www.lawlink.nsw.gov.au/asb.nsf/pages/index
- Literacy and numeracy

Information in regards to literacy and numeracy can be found at www.asqa.gov.au

Policy 18: STUDENT ENROLMENT

Enrolment and induction provides a mechanism for students to make informed decisions about their training and assessment and enter a training pathway that is the right fit and free from discriminatory barriers.

Policy

Business Wise First Aid Training accurately and ethically enrolls students into appropriate training programs.

Overview

Students enrolled under different Training and Assessment Strategies (TAS) may receive information at different stages of the enrolment process. Business Wise First Aid Training endeavors to divulge all key information prior to enrolment.

To achieve this, Business Wise First Aid Training will,

- Provide accurate and ethical marketing and pre-enrolment information that enables them to make confident and suitable decisions about selected training programs
- Ensure there are no barriers for people with a disability, identifying learner needs that may impact on training outcomes
- Individually assess the student's needs and circumstances and provide them information about their rights and obligations
- Inform prospective students about alternate pathways to training such as gaining credit for current competence or recognition of prior learning pathways.
- Assess a student's language, literacy and numeracy skill levels to ensure they have adequate skills and abilities to meet the requirements of their desired training program
- Assess the student's needs and circumstances and provide them information about their rights and obligations
- Inform prospective students about prerequisite requirements for their desired training program and pathways to obtain these before enrolment
- Determine if the student has any need for reasonable adjustment at the point of enrolment to allow training programs to be suitably adjusted, this may also be revised throughout the training period to allow more or less recognition based on the evidence supplied
- Provide comprehensive administrative support that allows the student to complete enrolment efficiently and commence training at an agreed time and

place

Upon contact Business Wise First Aid Training will

- Establish which training program would be most appropriate. If you really needs a training program that is not on Business Wise First Aid Training scope of registration we will advise you that we are not able to provide the training and try to advise you where you can find a course that better suits their needs. One way of doing this is to conduct a course search on training.gov.au
- Ask if any training adjustments will be needed and inform you of the choices they have in adjusting the training model to suite their particular circumstances.
- Provide you with course information outlining the training program content, delivery style and fees.
- If you requests to proceed with enrolment, provide access to appropriate forms and information to support enrolment

Policy 19: LITERACY, LANGUAGE AND NUMERACY

Students must show literacy, language and numeracy skills and knowledge matched to the appropriate level of study, to be eligible to complete a relevant course.

LLN assistance is available to provide Staff, Trainers and students with advice and support services.

Students are required to have Language, Literacy and Numeracy skills that would enable them to

- Count, check and record accurately
- Read and interpret
- Estimate, calculate, measure, add and subtract

While adhering to the Language, Literacy and Numeracy Policy, we are aware that training should be accessible to all persons regardless of Language, Literacy and Numeracy level.

Learning material will be provided to you regardless of Language, Literacy and Numeracy level.

Assessment tasks will not require Language, Literacy and Numeracy levels higher than those required for the training.

Policy

All students enrolled with Business Wise First Aid Training must be assessed against current criteria for literacy, language and numeracy matched to the training outcome.

Business Wise First Aid Training will

- Assess a student's language, literacy and numeracy skills during their enrolment to ensure they have adequate skills to complete the training
- Support students during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered
- Provide clear information to students about the detail of the language, literacy and numeracy assistance available
- Refer students to external language, literacy and numeracy support services that are beyond the support available within Business Wise First Aid Training and where this level of support is assessed as necessary
- Negotiate an extension of time to complete training programs if necessary.

Language, literacy and numeracy assessment

The following procedure is to be followed in order to assess a student's language, literacy and numeracy skills

Self-assessment

In the first instance, prospective students are asked on the enrolment form "Do you consider that you have adequate language, literacy and numeracy skills to undertake the course?" In response to this question, the student may tick yes, no or not sure. If the student ticks yes, it is to be assumed that the student will have the language, literacy and numeracy skills to undertake the training.

Supporting students with language, literacy and numeracy deficits

Where it is determined that a student does have deficiencies with language, literacy or numeracy skills, Business Wise First Aid Training will adopt strategies which enable the student to progress in their desired training program.

The following strategies are to be considered and will be informed by the level of language, literacy or numeracy deficit determined during the assessment

- Negotiate a training program with the student that recognises that additional time will be required to appropriately support the student to complete the training.
- Obtain a strong commitment from the student that they will provide personal effort that is in addition to that normally required to undertake the training program.

If agreed to by the student, engage with the student's employer to negotiate the additional time and effort required to appropriately support the student during the training program.

Referring the student for language, literacy and numeracy assistance

Where it is determined that a student has language, literacy or numeracy skills which are beyond the support available within Business Wise First Aid Training the student should be referred for dedicated language, literacy and numeracy training. This training is available through most public training providers (TAFE).

These courses have been designed to provide students with the opportunity to gain

specific language, literacy and numeracy skills required in a vocational or work environment, which meet the requirements to gain entry into a range of vocational qualifications and gain language, literacy and numeracy related employability skills.

Deciding to refer the student

The decision to refer a student to another training provider for language, literacy and numeracy training will be based on the level of assessed language, literacy or numeracy deficit and the student's motivation to improve their abilities.

As a general guide

- If the student does not currently possess the language, literacy and numeracy skills to perform the skills outlined in the target unit of competence, they should be referred for assistance which should occur prior to enrolment with Business Wise First Aid Training.
- If the student's language, literacy and numeracy skills are adequate for the workplace but will hinder their participation in training, they should not be referred. Instead, Business Wise First Aid Training is to implement suitable support services to enable their training and assessment.

Policy 20: CERTIFICATION

Business Wise First Aid Training aims to ensure that any student who successfully complete a unit of competency or all units of competency within a training package are entitled to receive an appropriate Statement of Attainment detailing the students outcomes.

Use of NRT and AQF logos must comply with requirements as stipulated in NRT logo specifications.

Policy

Business Wise First Aid Training will issue a qualification or statement of attainment (as appropriate) to a person it has assessed as competent in accordance with the requirements of the Training Package or accredited course.

The Statement of Attainment will meet the AQF requirements by

- Identifies Business Wise First Aid Training by its national provider number from the National Training Information Service
- Includes the Nationally Recognised Training (NRT) logo in accordance with the current conditions of use.

AQF Qualifications

All vocational education and training qualifications issued under the AQF will include the following elements

- Legal name and RTO Number
- Logo of Business Wise First Aid Training
- Name of person receiving the qualification
- Nomenclature as in the Framework (e.g. This competency forms part of the
- HLT Health Training Package)
- Date issued

- Name and authorised signatory (Chief Executive Officer)
- Contact details for Business Wise First Aid Training
- The AQF logo
- The Nationally Recognised Training logo.

AQF Statement of Attainment

Statements of Attainment issued by Business Wise First Aid Training will include the following features

- Legal name and Business Wise First Aid Trainings Number
- Logo of International Business Wise First Aid Training
- Name of the person who achieved the competencies or modules
- Date issued
- A list of competencies (or modules where no competencies exist) including the national code for each unit of competency
- Authorised signatory (Chief Executive Officer)
- Contact details for Business Wise First Aid Training
- The Nationally Recognised Training logo
- The words 'A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more units of competency from nationally recognised qualification(s)/course(s)'
- The words These competencies form part of (code and title of qualification(s)/course(s) (where applicable)

Skills Sets

When statements of attainment are issued to recognise achievement of a skill set identified in a particular Training Package, the statement of attainment is to contain the name of the skill set and a statement using the wording given in the Training Package to indicate whether the skill set meets a licensing or regulatory requirement or an identified industry need.

Policy 21: DOCUMENT, DATA, MANAGEMENT OF RECORDS, RETENTION & REPORTING

Business Wise First Aid Training intends all information recorded and reported to the relevant authorities, be delivered accurately, exhaustively and in a timely manner.

Policy

Business Wise First Aid Training accurately record and report students training outcomes and related information in a timely manner.

Overview

Business Wise First Aid Training recognise its obligation to accurately retain certain records from the delivery of training and assessment services to clients. The maintenance of a well-structured systematic records retention system supports overall operation of Business Wise First Aid Training and provides a basis for compliance and quality assurance.

For the purposes of this policy, records include

- Student details – including formal name, address, date of birth and workplace

information.

- Student results - including student details, date of enrolment and results of training and assessment.
- Qualifications / Statements of Attainment - formatted and prepared in accordance with the Australian Qualification Framework.
- Completed assessment evidence - submitted by students and assessment decisions are recorded by assessors.
- Assessment tools – including the retention of the versions (master copy) of tools used as opposed to retention of completed resources. The aim of retaining a record of versions used over time is to allow an appropriate record for future review by regulatory bodies.
- Administrative records – including enrolment forms, requests for refund, etc.
- Student file - the location where student results, completed assessment resources and administrative records are retained in hard copy.
- RTO management records - including policies and procedures, data registers, enrolment registers, attendance records, financial records and records of complaints and appeals.

Storage of records

To ensure records are maintained in a safe and suitable condition, the following is to apply

- Records are kept securely to prevent them being accessed by any non-authorised personnel.
- Records are kept confidential to safeguard information and to protect the privacy of students and Business Wise First Aid Training staff. (see confidentiality agreement section within employment contract)
- Records must be kept to avoid damage by fire, flood, termites or any other pests.
- Student results and Qualification/ Statements of Attainment must be copied and be available to be retrieved at any time.

Electronic data storage

AVETMISS Reporting

Business Wise First Aid Training is required to maintain the capability to provide AVETMISS compliant data reports to the National VET Regulator on request.

Reporting Training Outcomes

Business Wise First Aid Training is responsible for reporting training outcomes for all students participating in the courses.

All information supplied must meet the ASQA requirements and includes

- AVETMISS criteria
- Course Site or Booking ID
- Completions/ Withdrawals and Not Attempted students
- Must be true, accurate and timely
- Use a record management system that is compliant with ASQA

Quality Indicator Reporting

Business Wise First Aid Training is required to report quality indicator data to the National VET Regulator in accordance with scheduled reporting dates. This requirement is also specified in the Data Provision Requirements 2011 and explained further on the NVR website

Quality Indicator Reporting

Business Wise First Aid Training is also responsible to use the Learner Questionnaire and the Employer Questionnaire to collect data regarding learner and employer satisfaction. In addition to this Business Wise First Aid Training is also required to report on this data.

Treatment of records on ceasing operation

Business Wise First Aid Training acknowledges that it has a responsibility to retain accurate copies of records to enable these to be transferred to the National VET Regulator should Business Wise First Aid Training cease to operate.

For the purposes of this policy, Business Wise First Aid Training will interpret “Activities” to mean records providing information on the outcomes achieved by students. This will include records of qualifications and units of competence which have been issued by Business Wise First Aid Training during the entirety of its registration period.

Business Wise First Aid Training will retain these records electronically and will provide this information as required

Destruction of Records

Business Wise First Aid Trainings CEO is the only person who can authorise the destruction of records. Records are only to be authorised for destruction after the retention period has lapsed.

Documents identified for destruction are to be shredded. The archive register must be updated in the notes section to identify that a particular record has been destroyed.

Responsibilities

To ensure records are maintained in a safe and suitable condition, the following responsibilities apply

- The CEO is to ensure that Business Wise First Aid Training implements suitable arrangements to comply with the requirements of this policy and the requirements of the NVR RTO Standards.
- Administrative support staff ensures the procedures for the archiving and storage of records are applied. Administrative support staff monitors the sufficiency of records storage and handling procedures to propose opportunities for improvement in accordance with the continuous improvement policy. Administrative support staff also liaises with Trainers and Assessors to ensure that approaches to records handling are consistent throughout Business Wise First Aid Trainings operation.

- Trainers / Assessors are to ensure that student records are appropriately gathered during and at the completion of a training program and are suitably bundled and packaged in accordance with records archiving procedures, including:
- Liaising with administrative support staff to ensure that their practices are aiding the efficient retention of student records.
- Ensure student records are fully completed with sufficient information recorded by Assessors to allow an independent review of the assessment decision by a third party.
- Record, in detail, the interpretation of assessment evidence with suitably detailed comments to support their assessment decision.
- Monitor the sufficiency of records storage and handling procedures and propose opportunities for improvement in accordance with the continuous improvement policy as required.
- Use authorised Business Wise First Aid Training forms to record student progress and the outcomes of assessment activities

Administrative Assistant

On receipt a completed course from the trainers, the administrative staff are to

- Analyse the student record to ensure that all evidence and assessment records correspond with the units of competence being issued to the student.
- Close off the student file and issue a certificate or statement of attainment as directed by the CEO
- Create a new entry in the Course Archive Register
- Systematically scan contents of course to an electronic format.

Period of retention

The following time periods are to apply to the retention of student electronic records

- Student results / Qualifications / Statements of Attainment. Student results / Qualifications and Statements of Attainment (100%) are to be retained for a minimum of thirty (30) years.
- Completed assessment resources (100%) are to be retained for a minimum of five (5) years.
- Assessment tools (100%) are to be retained for a minimum of five (5) years.
- Business Wise First Aid Training management records are to be retained for a minimum of five (5) years. This requirement relates to the versions of these records.
- Administrative records are to be retained for a minimum of five years. This requirement relates to the versions of these records and completed records.

Policy 22: PRIVACY POLICY AND PERSONAL INFORMATION PROCEDURES

In the course of its business, Business Wise First Aid Training may collect information from students or persons seeking to enroll with Business Wise First Aid Training, either electronically or in hard copy format, including information that personally identifies individual users.

Business Wise First Aid Training may also record various communications between individuals and Business Wise First Aid Training.

In collecting personal information Business Wise First Aid Training will comply with the requirements of the Australian Privacy Principles (APPs) set out in the *Privacy Act 1988 (Cth)* as amended by the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*.

Collection and use of personal information

Business Wise First Aid Training will only collect personal information from individuals by fair and lawful means which is necessary for the functions of Business Wise First Aid Training.

Business Wise First Aid Training will only collect sensitive information with the consent of the individual and if that information is reasonably necessary for the functions of Business Wise First Aid Training.

The information requested from individuals by Business Wise First Aid Training will only be used to provide details of study opportunities, to enable efficient course administration, to maintain proper academic records and to report to government agencies as required by law.

If an individual chooses not to give Business Wise First Aid Training certain information then Business Wise First Aid Training may be unable to enroll that person in a course or supply them with appropriate information.

Disclosure of personal information

Personal information about students studying with Business Wise First Aid Training may be shared with the Australian Government and designated authorities, including the Australian Skills Quality Authority (ASQA), the Commonwealth Department with responsibility for administering the *Higher Education Support Act 2003*, and organisations that run courses in conjunction with Business Wise First Aid Training. This may include personal and contact details, course and unit enrolment details and changes.

Business Wise First Aid Training will not disclose an individual's personal information to another person or organisation unless

- The individual concerned is reasonably likely to have been aware, or made aware that information of that kind is usually passed to that person or organisation
- The individual concerned has given written consent to the disclosure
- Business Wise First Aid Training believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or of another person
- The disclosure is required or authorised by or under law
- The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

Where personal information is disclosed for the purposes of enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the purpose of the protection of the public revenue, Business Wise First Aid Training shall include in the record containing that information a note of the disclosure.

Any person or organisation that collects information on behalf of Business Wise First Aid Training or to whom personal information is disclosed as described in this procedure will be required to not use or disclose the information for a purpose other than the purpose for which the information was collected by them or supplied to them.

Security and integrity of personal information

Business Wise First Aid Training is committed to ensuring the confidentiality, security and integrity of the personal information it collects, uses and discloses.

Business Wise First Aid Training will take all reasonable steps to ensure that any personal information collected is relevant to the purpose for which it was collected, is accurate, up to date and complete.

Business Wise First Aid Training will store securely all records containing personal information and take all reasonable security measures to protect personal information it holds from misuse, interference, loss, unauthorised access, modification or disclosure.

Where Business Wise First Aid Training has no further use for personal information for any purpose disclosed by Business Wise First Aid Training, or is no longer required to maintain that personal information, all reasonable steps will be taken to destroy or de-identify the information.

Right to access and correct records

Individuals have the right to access or obtain a copy of the personal information that Business Wise First Aid Training holds about them. Requests to access or obtain a copy of personal information must be made in writing. There is no charge for an individual to access personal information that Business Wise First Aid Training holds about them, however Business Wise First Aid Training may charge a fee to make a copy.

Individuals will be advised of how they may access or obtain a copy of their personal information and any applicable fees within 10 days of receiving their written request. Where it is reasonable to do so, access to the information will be provided in the manner requested by the individual.

If an individual considers their personal information to be incorrect, incomplete, out of date or misleading, they can request that the information be amended. Where a record is found to be inaccurate, a correction will be made as soon as practical. Where an individual requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.

There is no charge for making a request to correct personal information. Written requests for access to, to obtain a copy of, or correct personal information held by Business Wise First Aid Training should be sent to Business Wise First Aid Training

12 Daintree Close
Cardiff Heights
NSW 2285

Complaints about an alleged breach of the Australian Privacy Principles

Where an individual believes that Business Wise First Aid Training has breached a Privacy Principle in relation to that individual they may lodge a complaint using Business Wise First Aid Trainings grievance handling procedures which enables students and prospective students to lodge grievances of a non-academic nature, including grievances about handling of personal information and access to personal records.

Publication

These *Privacy and Personal Information Procedures* will be made available to students and persons seeking to enroll with Business Wise First Aid Training by publication on Business Wise First Aid Training website: www.bwfat.com.au Alternatively, a copy of this policy may be requested by contacting Business Wise First Aid Training using the contact details provided above.

In order to ensure that students have given their informed consent for their personal information to be disclosed to certain third parties as outlined in this procedure, Business Wise First Aid Training will advise students on enrolment about these procedures and where they are located.

Policy 23: ACCESS & EQUITY

Business Wise First Aid Training will provide a training environment where the ability to access and progress in courses is not limited by age, gender, ethnic background, physical or intellectual disability. We are aware of our obligations under the anti-discrimination legislation and the standards required under the AQTF.

Staff will receive a copy of the Trainer-VET Quality Manual containing this policy as part of their induction.

All staff and Partnerships have a responsible to ensure compliance with Business Wise First Aid Trainings access and equity Policy.

If there is a case which involves discrimination at Business Wise First Aid Training, it is to be reported to the CEO who will facilitate mediation to resolve the issue.

In the event that parties involved are not satisfied with the mediation, they will be advised of Business Wise First Aid Training's process for complaint handling to a third party. File notes are to be completed on the above issues.

Business Wise First Aid Training has a Language, Literacy and Numeracy Policy. Language, Literacy and Numeracy support is available to assist students to meet course requirements.

All Staff, Trainers and Partnerships are to have a positive commitment to Access and

Equity, in regards to communicating, administration and training this will include

- Developing and implementing curriculum designed to meet the individual needs of the student
- Promote a positive image of people with disabilities
- Provide an environment which does not over protect or under support the student
- Assist the student to develop skills required in the Unit of Competency
- Provide training to promote the competence and self-reliance of the student
- Develop a positive learning environment
- Evaluate and monitor all courses to ensure compliance with this Policy
- Respect the rights of the student
- Encourage communication and mentoring to assist staff, trainers and Partnerships provide training for persons with disabilities

This policy will ensure that students who participate in training, receive positive, responsive and appropriate training to reach their potential,.

Policy

Business Wise First Aid Training is committed to the principle of equal opportunity in education, employment and welfare for staff, students and prospective students of Business Wise First Aid Training, and will continue to develop equal opportunity practices and programs compatible with its overall goals and responsibilities.

Business Wise First Aid Training provide a supportive learning environment that acknowledges and values the differences between people and cultures, has opportunity for customised assessments to meet individual circumstances, and develop inclusive training materials

Overview

Staff at Business Wise First Aid Training recognise their professional and ethical responsibility to protect the interests of students, provide current accurate information about their training program, recognise and resolve conflicts of interest, respect the trust involved in the staff-student relationship and to accept the constraints and obligations inherent in that responsibility.

Business Wise First Aid Training aims to

- Ensure that there is no discrimination against any group of students or staff, in access to Business Wise First Aid Training
- Provide regular feedback about student progress including gaps in performance and strategies that can be applied to improve the training experience.
- Establish and maintain mechanisms within Business Wise First Aid Training to deal with complaints concerning discrimination and harassment

Provide information to staff about harassment and discrimination, and provide advice and support for those who have been discriminated against or harassed,

Ensure that Business Wise First Aid Training policies and procedures comply with equal opportunity principles and are amended as necessary in accordance with these principles.

Offer reasonable adjustment in order to provide students with disabilities with the same educational opportunities that are available to everyone else.

Business Wise First Aid Training trainers thoroughly consider how any adjustment might be made, discuss this directly with the person involved and consult relevant sources of advice.

Resolution of Reasonable Adjustment Outcomes

Reasonable adjustment activities could involve

- Modifying or providing equipment
- Modifying assessment procedures
- Changing course delivery
- Modifying premises

The final decision for reasonable will be made by Business Wise First Aid Training. In the event that the student does not accept Business Wise First Aid Trainings judgment that the adjustment is unreasonable, the student may contact the Equal Opportunity Commission or the Australian Human Rights Commission for advice on whether a complaint would be justified.

Requesting access to records

Students are entitled to have access to their academic record on request. To facilitate this, student who request to access their records are to be provided with this access at the earliest opportunity.

The student is entitled to have access to all records about them that Business Wise First Aid Training is holding. This includes information within the student database that specifically relates to them and their enrolments. It also will include records retained within the Student File in either hard copy or electronic format.

Accessing records from the Student Files

Students may view their Student File in the presence of a representative from Business Wise First Aid Training. The student file is not to be taken away from Business Wise First Aid Trainings office.

If the student requires copies of documents from their records, copies are to be provided. The record remains the property of Business Wise First Aid Training and is to be retained to comply with regulatory requirements. Requests by students to access records are to be dealt with quickly and in a friendly and professional manner.

Policy 24: ATTENDANCE & PARTICIPATION

Active participation in trainer led classes reinforces key concepts and supports an understanding of the under pinning knowledge required to be effective first aiders.

Policy

Students are required to meet expected guidelines for attendance and participation in training.

Business Wise First Aid Training offers flexible learning structures to support a range of students. Students must show active participation at acceptable levels which meet the requirements of their training.

Policy 25: TECHNOLOGY AND THE USE OF SOCIAL MEDIA

Business Wise First Aid Training recognises the value of electronic tools and resources to improve students learning and enhance the administration and operation of Business Wise First Aid Training.

Business Wise First Aid Training encourages the responsible use of computers, computer networks, including the Internet, and other electronic resources in support of the goals of Business Wise First Aid Training.

The Internet is an unregulated, worldwide vehicle for communication and information available to staff and students and is difficult to control. This policy governs the voluntary use of electronic resources and the Internet in order to provide guidance to individuals and groups obtaining access to Business Wise First Aid Training resources, use Business Wise First Aid Trainings equipment or through Business Wise First Aid Training owned domains.

Students' undertaking training with Business Wise First Aid Training will have access to the Business Wise First Aid Training website and Business Wise First Aid Training social media networks. This allows students access additional information to support their studies and to explore knowledge from different perspectives.

Policy

It is the policy of Business Wise First Aid Training to maintain an environment that promotes ethical and responsible conduct in all online network activities by staff and students.

It shall be a violation of this policy if any employee, student, or other individual associated with Business Wise First Aid Training to engage in any activity that does not conform to this established purpose and general rules.

The use of social networking and social media is to be used in a manner that does not damage the professional integrity of Business Wise First Aid Training, staff, students or partners.

Policy 26: FEES AND REFUNDS

Policy

Student fees are processed accurately and ethically to ensure all transactions are appropriately handled

If for any reason Business Wise First Aid Training is unable to fulfil its service

agreement with a student, Business Wise First Aid Training must refund the student's proportion of fees paid for services not delivered.

Fees and Invoicing

Student fees are due and invoiced on completion of the course. Business Wise First Aid Training does not collect fees before the course date.

Additional Fees

Students may be required to pay additional fees. A description of what fees may be applicable can be found in the Course Fees Schedule for that calendar year.

Invoices and Receipts

Invoices which have not been paid by the end of the month will receive a reminder of payment letter. Invoices which remain unpaid will result in legal action being undertaken.

Course Fees Schedule

The CEO is responsible for approving the Business Wise First Aid Training annual Course Fees.

This schedule includes

- Any discounts, fee reductions or exemptions available for multiple enrolments, concession card holders, continuing students, group bookings etc.
- The fees and charges for additional services, including such items as issuance of a replacement qualification certificate or statement of results and the options available to students who are deemed not yet competent on completion of training and assessment;

The CEO is responsible for setting fees for that calendar year.

Replacement of text and training workbooks

Students who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of replacement.

Refunds

The following refund policy will apply

- All other students who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees but may be eligible to transfer to another training day.
- Discretion may be exercised by the CEO in all situations, if the student can demonstrate that extenuating or significant personal circumstance led to their withdrawal. The CEO may authorise a refund of tuition fees if the circumstances require it.

Where refunds are approved, the refund payment must be paid to the student within 14 days from the time the student gave written notice to cancel their enrolment. Refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the student on the Application for Refund request form.

Protecting fees being paid in advance

Business Wise First Aid Training does not collect fees in advance

Keeping students informed

To ensure that students are well informed of the financial considerations of their enrolment, where possible, Business Wise First Aid Training undertakes to provide the following fee information to each student prior to, or at the time of enrolment

- Payment terms, including the timing and amount of fees to be paid and any non- refundable deposit / administration fee
- The total amount of all fees including course fees, administration fees, materials fees and any other charges
- Clear and outline how the fee is to be paid, when the fee is to be paid and associated fee for reissue of qualification
- The nature of the guarantee given by Business Wise First Aid Training to complete the training and / or assessment once the student has commenced study in their chosen qualification or course
- Advised to students upon course booking
- Payable in full before issue of certificate of attainment unless prior arrangement made
- The fees and charges for additional services, including such items as issuance of a replacement qualification and the options available to students who are deemed not yet competent on completion of training and assessment
- Advised to students when making phone or email enquiries
- Details of fees are on Business Wise First Aid Trainings web page www.bwfat.com.au
- This refund policy.

Student complaints about fees or refunds

Students who are unhappy with Business Wise First Aid Trainings arrangements for the collection and refunding of tuition fees are entitled to lodge a complaint. This should occur in accordance with Business Wise First Aid Training complaints policy and procedure.

Policy 27: GRIEVANCES, COMPLAINTS & APPEALS

Business Wise First Aid Training is committed to providing a fair complaints and appeals process.

Business Wise First Aid Training intends for the grievances, complaints or appeals procedures to be open and transparent. All grievances, complaints or appeals are easy for students, employers and any other stakeholders to lodge and that all complaints, grievances or appeals are seen to be acted upon in a fair and equitable manner.

Definition of a grievance

A grievance is a complaint that a student has in relation to an action or decision taken (or not taken) by Business Wise First Aid Training that the student considers unreasonable, for example, unreasonable management decisions.

Definition of a complaint

A complaint is generally negative feedback about services or staff which has not been resolved locally. A complaint must be made in writing and specify the particulars of the complaint by the complainant in order to be acted on. Complaints may be made by any person but are generally made by students and/or employers.

Definition of an appeal

An appeal is an application by a student for reconsideration of an unfavorable decision or finding during assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute.

Appeals must be lodged within 28 days of the decision or finding is informed to the student.

Early resolution of grievances, complaints or appeals

Issues that arise during training and assessment that cause of frustration or are in dispute should be resolved at the time they occur between the persons involved.

Relationship to continuous improvement

Frequently, the complaints, appeals and grievances handling process will expose weaknesses in the training and assessment system that can flow into the continuous improvement system as opportunities for improvement. This outcome of complaints and appeals handling is very positive and should be actively applied by all persons involved.

Policy

Wherever possible acting consistently with the proper and fair investigation and determination of a complaint, a person or persons handling or involved in a complaint must respect the confidentiality of the information supplied in relation to the complaint, and must proceed on the assumption, unless the contrary appears, that any information supplied in relation to a complaint is, and is intended to remain, confidential.

Business Wise First Aid Training will take appropriate action in respect of each complaint. Victimisation of a staff member or students who makes a complaint under these procedures will be treated with the utmost seriousness by Business Wise First Aid Training.

Principles for handling complaints and appeals

The complaints and appeals handling are based on the following principles

- A complaint must be made as soon as possible but not later than twelve months after the alleged dispute occurred unless good and sufficient reason for consideration after this time can be established. Any complaint must initially be dealt with by those Business Wise First Aid Training staff members with designated responsibility for complaint resolution with provision for resolution at higher levels of authority if necessary.
- Persons handling complaints should cease handling a complaint if there is a possibility of bias or conflict of interest. Complaints should be handled fairly and impartially and the complainant and the respondent should be given the

- opportunity to present their cases.
- The complainant must be responded to in writing with 7 working days of its receipt
 - A written record of all complaints and appeals is to be kept by Business Wise First Aid Training including all details of lodgment, response and resolution.
 - A complainant or person lodging an appeal is to be provided an opportunity to formally present his or her case at no cost.
 - Each complainant or person lodging an appeal may be accompanied and/or assisted by a support person at any relevant meeting.
 - The handling of a complaint or appeal is to commence within 10 working days of the lodgment of the complaint or appeal and all reasonable measures are taken to finalise the process as soon as practicable.
 - The complainant or person lodging an appeal is to be provided a written statement of the outcome, including details of the reasons for the outcome.
 - The complainant or person lodging an appeal is to have the opportunity for a person or a body that is independent of Business Wise First Aid Training to review his or her complaint or appeal following the internal Business Wise First Aid Training complaint or appeals process. It is noted that a review of findings by an independent person or body will generally only relate to the appeals process and is less likely to be required in complaints handling.
 - Business Wise First Aid Training shall maintain the enrolment of the complainant or person lodging an appeal during the complaint or appeals process.
 - Decisions or outcomes of the complaint or appeals process that find in the favor of the student shall be implemented immediately.
 - Complaints and appeals are to be handled in the strictest of confidence. No Business Wise First Aid Training representative is to disclose information to any person without the permission of Business Wise First Aid Trainings CEO. A decision to release information to third parties can only to be made after the complainant has given permission for this to occur.

Students who are not satisfied with the complete complaint handling by Business Wise First Aid Training may refer their complaint to the National VET Regulator for consideration. Students are to be advised that registering bodies will require the student to have exhausted all avenues through Business Wise First Aid Training before taking this option.

Appeals of assessment decisions are not able to be referred to the National VET Regulator and are to be determined by an approved independent body.

Informal Complaints

In the case of informal complaints (often seen as suggestions or feedback resulting from a negative experience), Business Wise First Aid Training staff will adhere to the following actions

- The aim is to clarify the problem as perceived by the person to advise the person of the options available to them (including options for submitting a formal complaint or directing the complaint to an external agency) and to

ensure the person is provided with support and advice to decide whether, and if so, how, they wish to proceed with the complaint, or advised of any continuous improvement opportunities following the information provided.

- If a resolution cannot be reached the student will be advised that the complaint needs to follow a prescribed procedure which includes submitting a written formal complaint

Persons to Handle the Complaints

Business Wise First Aid Training will nominate a person to conduct the complaints procedures.

As the complaint is progressed from each stage to the next stage the most appropriate person to handle the complaint must be reviewed. The same or different advisers may assume responsibility for the complaint at different stages. Continuity, success of previous contacts, and the request of those involved will be taken into account in this decision.

The response to the complainant must include information that demonstrates that the matter was thoroughly reviewed and what actions and outcomes have been identified as a result of the complaint.

Opportunities for improvement that were identified as a result of the complaint are to be recorded in a Continuous Improvement Report and submitted for the next Management Team meeting. The Chief Executive Officer may, at his or her discretion, follow-up with the complainant after consideration by the Management Team to inform the complainant of the improvement actions identified.

The Complaints and Suggestions Register is to be kept up to date at all times to accurately reflect how the matter was responded to and the duration from the date the complaint was received to the date the complaint was resolved.