



Domestic Student Handbook – Acknowledgement

PO Box 3004, Bankstown, NSW, 2200 Phone (02) 9793 8155

www.bcci.edu.au

info@bcci.edu.au

Dear Student

Please read the Domestic Student Handbook, tick the following declaration, and sign at the bottom with today's date.

a. I have received a copy of

- ☐ The Bankstown Community College Inc, Domestic Student Handbook (which contains the enrolment terms and conditions including my rights and responsibilities at the College and the Refund Policy)
- ☐ Course Information for my class (from the enrolment officer, email or the Bankstown Community College Inc, website)
- ☐ Learning materials/resources (which contains information about the course content and the assessment)
- ☐ I have been offered learning support and I understand that it is my responsibility to communicate any support that I may require to my trainer and assessor or to the college office.
- ☐ I understand that the personal and identification information that I have supplied may be used by Government Departments for reporting, audit, verification, research, statistical analysis, program evaluation, post completion surveys and internal management purposes.
- ☐ I give permission to Bankstown Community College Inc, to use photos or videos containing our images, for marketing / promotional activities which may include: Brochures, flyers, website, social media, press releases, displays and/or posters. Email communications and any other marketing and promotional activities

STUDENT'S NAME _____

COURSE NAME/CODE _____

SIGNATURE _____

DATE _____

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Domestic Student Handbook

PO Box 3004, Bankstown, NSW, 2200
Level 1, 457 Chapel Rd, BANKSTOWN, NSW, 2200
Phone (02) 9793 8155
www.bcci.edu.au
info@bcci.edu.au

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1. Welcome to Bankstown Community College Inc (BCCI)

Bankstown Community College Inc, T/a BCCI and BCC Institute, was originally founded in 1986 by a group of passionate local community leaders to deliver courses in workplace skills to its members. BCC Institute is a Registered Training Organisation delivering nationally recognised vocational education and training (VET) courses that sit within the Australian Qualifications Framework (AQF).

BCCI is a not for profit, independent, community owned and managed registered training organisation (RTO) and is registered with the Australian Skills Quality Authority (ASQA), National Provider Number is 90357.

We are funded by the NSW Department of Education under Smart and Skilled and our revenue also comes from training contracts and student fees.

Our college is managed by a voluntary College Council which employs a full-time CEO to oversee the day-to-day running of the college and to implement policies and procedures.

As an RTO, BCCI offers a range of nationally recognised training (NRT) as well as non-accredited courses. For information on available courses please go to BCCI's website www.bcci.edu.au

Our qualified and experienced trainers and assessors understand the needs and demands of the industry sectors in which they train and assess and provide quality training through a supportive and safe learning environment that upholds the integrity of the qualification or units of competency. This allows our students to develop and thrive in their chosen fields.

2. Registered Training Organisation (RTO) details

Office: Level 1, 457 Chapel Rd,
Bankstown NSW 2200

Postal Address: PO Box 3004 Bankstown NSW 2200

Hours: Monday to Friday, 9.00am - 4.30pm

Phone: 02 9793 8155

Email: info@bcci.edu.au

Web site: www.bcci.edu.au

3. Children on campus

Children are not permitted to attend classes with you.

BCCI does not provide childcare. Please make your own childcare arrangements before attending the course.

4. Course Information

Before or during enrolment into your course you will receive **Course Information** about:

- Duration of the course
- The delivery of training and timetable
- The qualification or Statement of Attainment that is issued on satisfactory completion of the course
- How you will be assessed
- Pathways to further learning
- Recognition of Prior Learning (RPL)
- Credit Transfer (CT)
- Lodging a complaint and/or Appealing against assessment
- Where to get help with literacy and English language needs

For more information about courses please refer to our website on www.bcci.edu.au

5. Pre-requisites and language, literacy, numeracy & digital literacy (LLND)

Some of our courses have pre-requisites. These are skills and/or knowledge you need to have to be able to do the course or undertake other units of competency.

If you enrol in a full certificate course or short course, we will ask you to attend an Information Session where we will provide you with information on the training, assessment, home study and attendance requirements.

We may ask you to do a short speaking and writing task to assess English language skills unless you produce evidence that you are already working in the industry or have recently worked or have completed a higher-level qualification such as a certificate IV or diploma level.

We will also ask for a passport, visa or drivers' licence to determine your residency status and to get the correct spelling of your name for your certificate or statement of attainment at the end of the training.

You can see the pre-requisites (if any) on our website or in your course catalogue. For example, computer courses might be listed in the course guide with a statement like "Before you enrol you must be able to: ...".

If you can't perform the listed tasks confidently, you shouldn't enrol in the course. You can contact the College to discuss suitable courses for your skill level.

Also please note, if your trainer identifies you are struggling with the basic language, literacy, numeracy and digital levels which were stated as pre-requisites for that course, you may be advised to enrol into a lower-level course. This is to make sure your learning experience is positive, and you gain most out of a training program.

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6. The Vocational Education and Training (VET) Quality Framework

As a student of BCCI you have enrolled in a competency-based training and assessment course that leads to a nationally recognised qualification or statement of attainment (SOA). When you have satisfactorily completed all the required assessment tasks you will be issued with a Certificate for a full qualification or a Statement of Attainment (SOA) for completing one or more units of competency. These certificates and SOAs can only be issued by a Registered Training Organisation (RTO). As an RTO, BCCI must meet the requirements of the National Vocational Education and Training Regulator. This includes meeting compliance and legislative requirements set out in the Revised Standards for Registered Training Organisations (RTOs) 2025 consisting of the:

- Outcome Standards
- Compliance Requirements
- Australian Qualifications Framework (AQF)

7. Volume of Learning

BCCI is committed to providing courses that meet the volume of learning requirements for the qualification level as set out in the Australian Qualifications Handbook available from <https://www.aqf.edu.au/framework/australian-qualifications-framework>

Volume of learning refers to the expected time it takes students to achieve competency at a particular qualification level. The table below sets the duration for courses BCCI offers:

Certificate I	Certificate II	Certificate III	Certificate IV	Diploma
6 months - 1 year	6 months - 1 year	1 year to 2 years	6 months – 2 years	1 year – 2 years

Should you require more time to complete a course due to illness, misadventure, personal reasons or any other issue you will need to discuss the matter with Vocational and Quality Assurance Manager and complete the [Application for course extension Form](#).

8. Legislative requirements

BCCI must also comply with the following legislation regarding the operations of the college:

- Work Health and Safety Act 2011
- Human Rights and Equal Opportunity Commission Act 1986
- Human Rights Legislation Amendment Act (No. 1)1999
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Disability Discrimination Act 1992
- Disability Discrimination Amendment (Education Standards) Act 2005
- Age Discrimination Act 2004
- Revised Standards for RTOs 2025
- Privacy Act 1988
- Privacy (Private Sector) Regulations 2001
- Family Law (Child Protection Convention) Regulations 2003
- Copyright Act 1968

- Apprenticeship and Traineeship Act 2001.
- Corporations Act 2001
- Student Identifiers Act 2014
- Competition and Consumer Act 2010
- Australian Consumer Law 2011

For legislative and regulatory requirements relating to VET see the following web sites:

- NSW Department of Education and Training <https://education.nsw.gov.au>
- Department of Employment and Workplace Relations <https://www.dewr.gov.au/>
- Australian Skills Quality Authority www.asqa.gov.au

In addition, when providing government subsidised courses provided under funding contracts such as Smart and Skilled, BCCI must adhere to:

- Smart and Skilled Contract Terms and Conditions
- Smart and Skilled Operating Guidelines

9. Apprenticeships and Traineeships

BCCI offers Apprenticeships and Traineeships including school-based Apprenticeships and Traineeships (SBAT). This is a great way to start your career in a chosen field.

All apprenticeships and traineeships require:

- a training contract that is signed by both the employer and trainee and approved by Training Services NSW
- paid employment under an appropriate industrial arrangement (for example, an award or enterprise agreement)
- a training plan endorsed by an RTO such as BCCI that specifies the training required to achieve the appropriate nationally recognised qualification.

The apprenticeship and traineeship system in NSW is regulated by the Apprenticeship and Traineeship Act 2001. Training Services NSW administers this Act as well as registers and monitors apprenticeships and traineeships in NSW.

As an approved training provider under Smart and Skilled, BCCI may have available places in courses that are subsidised by the NSW Government. Eligibility criteria applies for subsidised training. For more information contact BCCI staff by calling 02 9793 8155 or sending an email to info@bccci.edu.au

10. Unique Student Identifier (USI)

All students in Australia have a Unique Student Identifier (USI). The USI will be a lifelong number which will enable your records and results, obtained after January 1, 2015, to be collected in an online system. By having a USI, you will be able to access your training records and results (or transcript) whenever you need to.

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You must have a USI before BCCI can Issue a Certificate or a Statement of Attainment. To find your USI or to create one go to <https://www.usi.gov.au/students/get-a-usi>

If you are unsure or unable to apply for a USI, BCCI staff can apply for one for you by completing BCCI's enrolment form and giving us permission to apply for it on your behalf or you can follow the link below which will take you through how to create a USI in a step-by-step process.

To read more about the USI and to create your own USI, please visit:

<https://www.usi.gov.au/students> To read about your USI Privacy rights, please visit

<https://www.usi.gov.au/documents/privacy-policy>

11. Privacy and collection of personal information

Under the Data Provision Requirements 2012, BCCI is required to collect personal information about you and to disclose that information to the National Centre for Vocational Education Research (NCVER).

Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by BCCI for statistical, administrative, regulatory and research purposes. BCCI may disclose your personal information for these purposes to third parties, including: Commonwealth and State or Territory government departments and authorised agencies and NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts as listed against your USI;
- facilitating statistics and research relating to education, including surveys and data linkage
- pre-populating RTO student enrolment form
- understanding how the VET market operates, for policy, workforce planning and
- consumer information, and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive an NCVER student survey which may be administered by a government department or NCVER employee, agent or third-party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au)

12. Learner Support – access and equity

BCCI is committed to the principles of access and equity. Equity is about justice and fair dealing. Access ensures that any disadvantaged persons or groups in our community will have the provision of training services. BCCI trainers and assessors will ensure that all Learners have sufficient resources provided to assist them to successfully complete course requirements. Some examples of this might be:

- Language, literacy and numeracy support
- Flexible delivery of training and/or assessment components of the course
- An accessible venue

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If you:

- need help with reading and writing so that you can take part in your course, please tell the person who takes your enrolment, your trainer and assessor, or BCCI Staff.
- have a disability or medical condition that may affect your learning, please let BCCI staff know before you enrol. You can contact BCCI staff by calling 02 9793 8155 or sending an email to info@bccci.edu.au.
- are already enrolled into a course and your medical condition or disability may be affecting your learning, please let your trainer and assessor know. We will talk to you about how we can help you learn.

Access to all courses and programs at BCCI is open to all adult members of the community and is not limited by their race, gender, marital status, physical impairment, intellectual impairment or sexual preference. Please report any incidents or concerns by sending an email to info@bccci.edu.au

13. Harassment, Victimisation and Bullying

All students, staff members and visitors at BCCI have a right to be free from sexual, physical and verbal harassment and victimisation. BCCI will investigate and act on reports of harassment, victimisation and bullying by any staff member, student or visitor. Please report any incidents or concerns to the CEO by calling 02 9793 8155 or sending an email to info@bccci.edu.au

14. Reasonable adjustment

BCCI is required, under the Disability Discrimination Act, to take reasonable steps to enable students with any disability to participate in our training programs on the same basis as those without disability.

As such, BCCI makes sure –

- the training resources are appropriate to the needs of the students
- the delivery strategies as well as the learning activities are adjusted to meet the needs of the students
- adjustments are made to the assessment materials to meet the needs of the students

Please talk to your trainer and assessor or a BCCI staff member, to discuss your disability support needs by calling 02 9793 8155 or sending an email to info@bccci.edu.au

15. Code of Conduct

At BCCI, we are committed to maintaining a high standard when providing courses and services to students. The aim of this Code of Conduct is to enable BCCI to provide professionally responsible and ethical training and assessment services. All BCCI students are expected to take responsibility for their own learning and behaviour during the duration of their course.

16. Rights and Responsibilities

As a student you have certain rights and responsibilities which are intended to assist you in successfully completing your training with BCCI.

16.1 Your rights as a student:

- To be treated fairly and with respect by all BCCI staff.
- Have a learning environment free from any form of harassment and/or discrimination.
- Have all the information you need prior to enrolment such as information on your chosen course, the funding source and what that means including the student fee where applicable as well as the training and assessment process.
- Have access to your personal information and records about your training and assessment progress.
- To study in a supportive and engaging learning environment.
- To have your personal information maintained in the strictest of confidence and in accordance with the Privacy Act 1988 (Commonwealth).
- Provide feedback to BCCI about the training and assessment services provided to you as well as any operational matter.
- Lodge a complaint and/or appeal against a decision BCCI has made including fees, assessment results, harassment, discrimination or any other matter.

16.2 Student responsibilities:

- Treat BCCI staff, visitors and other students with respect.
- Keep up to date with any payment milestones applicable to your chosen course.
- Ensure you attend scheduled face-to-face and/or online training and/or assessment sessions.
- Make all reasonable effort to complete assessments within timeframes specified by the training schedule/ plan or other timeframes that have been agreed with your Trainer and Assessor.
- Submit your own work and provide a reference for all sources you have used whilst completing your assessments. For more information refer to the section on plagiarism.
- Demonstrate appropriate behaviours when dealing with BCCI trainer and assessors, staff, other students or relevant stakeholders. Behaviours that are inappropriate include:

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- ❖ Disruptive and/or violent behaviour during training, mentoring and/or assessment visits
- ❖ Discriminative behaviour towards another Learner, employer and/or trainers and assessors
- ❖ Smoke in any of our training venues
- ❖ Be on your phone during training and assessment sessions

17. BCCI Responsibilities:

- Supply you with the necessary information relevant to your course
- Provide you with learning and assessment resources
- Provide you with a safe and supportive learning environment free of discrimination and harassment
- Help identify and assess current skills and knowledge and arrange any recognition of your prior learning (RPL) and/or credit transfers (CT) towards the units of competency in your course of study
- Supply any additional support and/ or reasonable adjustment required during training and assessment such as phone or internet support, assistance with literacy, numeracy, extension of time to submit assessments, support for any other special learning needs that you may have within the capacity of BCCI.
- Report on your progress to government bodies (for training purposes only)
- Conduct assessments that meet the requirements set out in the units of competency and Standards for registered training organisations (RTOs) 2015
- Provide feedback to you on your submitted assessment tasks
- Provide you with access to your personal information and assessment results

18. Plagiarism

Plagiarism is considered a serious matter, and penalties may apply should you be deemed to have plagiarised. As a student, it is expected that you will ensure that you only present work that is your own and reference the work of others where relevant.

Below are examples of plagiarism.

- copying part(s) of any document or audio-visual material or computer code or website content without indicating their origins
- presenting another person's work as your own
- summarising another person's work and presenting it as your own

If you are quoting the work of others, include the following information:

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- Text / words. Put the words in quote marks “ ”. In brackets () write the name of the author, the name of the book or magazine, the name of the publisher and the year it was published; write the full internet address of any website.
- Images / photos. In brackets () write the name of the photographer / artist, the name of the book or magazine, the name of the publisher and the year it was published; write the full internet address of any website you found the image.
- If you want to use particular video / audio / music, please contact your trainer or teacher for advice.

If the assessment task/s you submitted are identified by your trainer and assessor as being plagiarised, you be asked to resubmit your work. You may still progress through your training however and your trainer and assessor will give you feedback on your assessment outcome.

19. Recognition of Prior Learning (RPL)

If you have skills, knowledge and experience you believe are relevant to the course you are enrolled in you can apply for recognition of prior learning (RPL) for units of competency.

This can be done by requesting an RPL Application – Stage 1 Form from your trainer and assessor or by sending an e-mail to info@bccci.edu.au

RPL is a process that provides Students with an opportunity to submit a range of evidence demonstrating their skills and knowledge that can be considered for assessment by a qualified assessor. When you submit your completed RPL Application – Stage 1 Form, it will be reviewed by a qualified assessor who will contact you to discuss your skills and knowledge and the types of evidence you will be required to submit. This discussion is called a ‘competency conversation’.

If it is decided during this competency conversation that you will be able to collect all the required evidence in a timely manner the RPL process will progress to the next stage, and you will be required to complete the RPL Application - Stage 2 Form.

Please note, you must meet all the requirements of a unit of competency as specified on www.training.gov.au to be granted RPL.

There is a fee to process Stage 2 of the RPL process which is the equivalent to the tuition fee for the unit/s of competency you are applying for. This may be less if you are completing the course under Smart and Skilled. Your assessor will confirm the fee after the competency conversation.

After your competency conversation with the assessor, you will be given four (4) weeks to collect and submit the required evidence. The time frame for processing an RPL application is 12 weeks from the date you submit your RPL Application - Stage 2 Form with all the relevant documentation.

20. Credit Transfer (CT)

If you have completed the same or equivalent unit that is in the course you are enrolling in, you can apply for Credit Transfer. There is no fee to apply for a credit transfer and this can be done at any stage while enrolled in the course.

If you wish to apply for Credit Transfer, please send an e-mail to info@bccci.edu.au To be considered for credit transfer you will be required to provide a copy of the following documents:

- Qualification certificate and record of results
- Statement of Attainment
- USI Transcript

BCCI recognises Certificates and SOAs issued by other Registered Training Organisations (RTO) unless licensing or regulatory requirements prevent this.

To process your credit transfer BCCI will ask you to provide a copy of the Certificate or SOA issued by another RTO and ask you to sign a letter of authorisation to verify that certificate to ensure it is legitimate.

21. Fees, Late Fees and Other Costs

All costs associated with the course are clearly stated in the course guide and on the website.

Some courses are subsidised by various government and non-government organisations and you may be eligible for subsidised fee for these courses. Subsidised courses are indicated by statement like "This course is subsidised by the NSW Government".

An eligibility list may be available on our website, or you can ask our enrolment officers for one. Students with current Australian pension cards, Centrelink Healthcare cards and Seniors cards get a reduced fee on most courses.

We send confirmation of enrolment emails or letters to everyone who enrolls. This is your receipt. Some courses are not listed in the course guide. In this case we will publish the fee in promotional materials and tell you when you enrol.

For current information on fees and charges please send an e-mail to info@bccci.edu.au Please note that your trainer and assessor cannot sell or attempt to sell goods or services to you in a class unless they are legitimate course costs, and the cost has been listed in the course guide or on the course information sheet. Please report any incidents or concerns to the CEO by sending an email to info@bccci.edu.au

State Training Service courses may ask us to levy an administration or student contribution fee that will be communicated to you before you enrol in the course.

If your course fee is or above \$1,500, you will be asked to pay the amount in installments. BCCI will let you know the amounts and dates of payments. Some BCCI courses have clustered units and you may choose to enrol into each cluster rather than the full qualification. This will enable you to pay for each cluster separately.

22. Payment Options

- Payment must be made at the time of enrolment. You can pay by:
- Credit Card (online or over the phone)
- Cheque/money order (post or in the office)
- EFTPOS (in the office ONLY)
- Direct Debit (in the office ONLY)
- PaySmart. See below for more information:

PaySmart is a direct debit billing provider. You can arrange to make part payments of fees for courses if ALL the requirements are met below. These requirements are:

- The course fee is more than \$250
- The course is longer than 4 weeks
- You have an Australian bank account or credit card
- You are able to pay 30% of the course fee upon signing up as long as the payment amount is less than \$1,500. If \$1,500 or over, a payment plan will be set up as covered in point 21.
- You are able to come in person to our office to sign up

23. Application process for PaySmart:

- 1) Come into our office during business hours
- 2) Select a course that meets the requirements mentioned above
- 3) Pay 30% of the total course fee if less than \$1,500. If \$1,500 or over a payment plan will be set up as covered in point 21.
- 4) Complete our PaySmart form with one of our staff
- 5) Provide ID and your bank account or credit card details
- 6) Sign the form and show up for your course

BCCI is currently paying the Account set up fee and the debit admin fees for you! You will only pay the cost of the course fee, provided you **pay on time**. Defaults and other issues with paying on time will incur other fees. Visit PaySmart (www.paysmart.com.au) for more information. Call us on 02 9793 8155 or send an email to info@bcc.edu.au if you have any questions or wish to apply.

Please take note of our Refund policy, as PaySmart applicants will be charged an **additional** administration fee if a refund or credit is approved based on your own changes to your circumstances.

24. Refunds:

24.1 College defaults

If BCCI cancels a course prior to commencement or ceases to deliver it after commencement, you can choose a transfer to another course, with a credit to be used within ninety (90) days of cancelation or a refund within fourteen (14) days, otherwise the ninety (90) day credit applies automatically.

If you choose a refund, this must be done in writing to the college within fourteen (14) days on our official refund request form. You will receive a credit, back to your credit card or bank account within ten (10) working days. If you choose transfer to another course in the same or next term, any difference in fee between the two courses will be adjusted by a partial refund from the College, or an additional payment by the student.

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To obtain a Refund Application Form please call 02 9793 8155 or send an email to info@bccci.edu.au. Each case will be assessed on its own merits and Terms and Conditions Apply. If you have a serious illness, please email your written request along with a medical certificate to info@bccci.edu.au.

An administration fee of \$25 per course will apply. Non-refundable credits are valid for ninety (90) days for the purpose of enrolling in a future course at BCCI. Non-refundable credits cannot be cashed out for a refund before or at expiry. Students enrolled through PaySmart will be charged an additional \$15 to cover additional administration costs.

BCCI reserves the right to alter courses if changes are deemed to improve students' learning experience or achievement of competencies.

24.2 Student Default

BCCI will not refund your student fee if you decide not to attend the course because of a change of mind after the cooling off period. Please refer to the section on BCCI's Consumer Protection Policy and Withdrawal Policy listed in this Student Handbook.

BCCI will refund fees where:

- A student has overpaid student fees (not including interest charged for late payment) or where an enrolment has been refused, and student fees have been paid.
- Due to extenuating and/or personal circumstances beyond their control

Refunds will be considered by the CEO on a case-by-case basis and calculated on pro-rata less \$25 administration fee if the student withdraws due to extenuating and/or personal circumstances beyond their control including but not limited to:

- Serious illness resulting in extended absence from classes
- Injury or disability that prevents the student from completing their course or
- Other exceptional circumstances

It is the discretion of the CEO to approve refunds in the event of extenuating and/or personal circumstances in line with the terms and conditions of enrolment. Where applicable, the student may be offered a credit towards another course.

To apply for a refund a Refund Application Form must be completed and submitted with the relevant documentation such as a medical certificate within the required timeframes.

To obtain a Refund Application Form please call 02 9793 8155 or sending an email to info@bccci.edu.au

25. Referring Agencies

Referring agencies such as employment services agencies or rehabilitation providers who fund a course fee are not able to claim any concessions or discounts.

The BCCI will not release information about the participation or achievement of students to referring agencies without the student's written permission.

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If you wish to have your progress details released to an agency, please submit a completed Student Consent to Release Information Form which can be obtained by sending an email to info@bccci.edu.au

26. Consumer Protection Policy

BCCI follows the consumer protection requirements as set out under the Australian Consumer Law (ACL) 2011.

If you signed up/ enrolled in a course after being approached by a salesperson, either face-to-face at your home or in a public place such as a shopping centre or over the phone by a telemarketer, you have a ten (10) business days 'cooling off' period. During this time, you can cancel your contract/ enrolment without payment or penalty for changing your mind.

You must also be told about the cooling off period and your rights to cancel the contract/ enrolment before you sign the contract/ or enrolment as well be given a copy of the complete agreement at the time of the face-to-face sale and within five (5) working days of the telephone sale.

For over the phone agreements the cooling-off period starts on the next business day of receiving the agreement document. For face-to-face sales the cooling-off period starts on the next business day of receiving the agreement either by post or electronically. If BCCI or their sales representative does not do this, the cooling-off period automatically extends to six (6) months.

BCCI will also take care to ensure the course you enrol in is:

- provided with due care and skill – ie, by qualified trainers and assessors and meets the requirements set out in the Standards for registered training organisations (RTOs) 2015
- Suits your needs as a student – ie, fit for a specific purpose and is provided within a reasonable timeframe.

27. Participation and attendance

BCCI is committed to ensuring students are supported and progressing adequately in their studies and will regularly review your attendance and progress.

BCCI expects students to attend scheduled classes and submit assessments on time. If you are not able to attend classes and meet assessment submission dates it is important to let your trainer and assessor know or send an email to info@bccci.edu.au

Short extensions of time may be granted by the trainer and assessor under the provisions of reasonable adjustment for minor illnesses and/or misadventure. You may be asked to provide a medical certificate to support your case. It is important that you make every effort to keep up with the course schedule to complete your course by the due date.

Additional fees may be charged when students exceed the course completion date by more than twelve (12) months, have not completed a Deferral and Withdrawal Form and still wish to continue in their course. If you return to your studies within 12 months, your Smart and Skilled student fee or concession fee will not change.

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If you don't return to study within 12 months, BCCI will contact you via the contact details you provided in the enrolment process and your student record will be updated prior to cancellation.

If you have any questions about a course extension, deferral and/or withdrawal send an email to info@bccci.edu.au

28. Counselling and support services

If you are enrolled in a course and struggling to progress in your studies due to any mental health issues such as: depression or anxiety, or any other personal matter, you can discuss your concerns with your trainer and assessor for support. You can also contact a BCCI Staff member by sending an e-mail to info@bccci.edu.au

Trainers and assessors can provide basic counselling or support appropriate to the student and where needed as a short-term measure. If you require support services beyond what the trainer and assessor can provide you are encouraged to access external services. Examples of external services are listed below:

Translating and interpreting services can be accessed by going to <https://www.tisnational.gov.au>

<https://www.service.nsw.gov.au/transaction/book-interpreter>

If you need expert advice to help with your anxiety or depression, you may consider contacting Beyond Blue on 1300 22 4636 or visit their website at www.beyondblue.org.au

Lifeline offers crisis support, suicide prevention and mental health support services across Australia. You can call them on 13 11 14 or 0477 13 11 14 or visit their website at www.lifeline.org.au

29. Deferring or withdrawing from your course

Deferring means that you postpone your studies in a course you have started and will come back to it at a later date.

For fee-for-service courses, a student can defer their studies for up to three (3) months during the duration of the course. Students are permitted to defer their study one (1) time only during the duration of their course.

If you are enrolled in a course under Smart and Skilled you may defer your studies for up to but no more than twelve (12) months from the date of receipt of notification of your enrolment.

Withdrawing means that you have decided to end your studies in an enrolled course before completing the course and that you will not be returning to the course.

Students can apply to defer their studies or withdraw from the course by completing the Student Deferral and Withdrawal Form.

Before you decide to either defer or withdraw from your course, BCCI recommends you discuss your situation with your trainer and assessor or to the Vocational and Quality Assurance Manager to ensure that all possible options have been considered.

All deferrals will be assessed on a case-by-case basis and must be approved by the Vocational and Quality Assurance Manager.

To obtain a Deferral and Withdrawal Form send an email to the Vocational and Quality Assurance Manager at info@bccci.edu.au

30. The Assessment Process

Assessment is the process of collecting evidence and making judgments on whether competency has been achieved. Assessment is required to confirm that you have the necessary skills and knowledge required to perform tasks to the industry standard to enable you to receive your Certificate or Statement of Attainment (SOA).

There will be a number of assessments scheduled over the duration of your course. Assessments are varied dependent on the requirements of each unit of competency you are enrolled in. Each assessment tool outlines the task requirements and relevant material which the Student will receive at the beginning of the unit.

Assessment evidence can be gathered in many ways which may include:

- written questions
- review of documented evidence gathered in a work setting or simulated environment
- a demonstration/ observation of your skills in a workplace or simulated environment
- projects
- documented work plans and discussion on how you went about planning and organising work tasks with other workers
- written reports from your workplace supervisor where relevant
- evidence recorded in a logbook during work-placement

Your trainer and assessor will mark each completed assessment task and give you a result of 'Satisfactory' or 'Not Satisfactory' with the relevant feedback. You will have an opportunity to resubmit your work for marking. You can have a total of three (3) submissions consisting of your first submission and two (2) resubmissions.

Your trainer and assessor is available to talk to you about assessments and provide written feedback after you have completed the required assessment tasks. When you have completed all the assessment requirements to a 'Satisfactory' level for a unit of competency, your trainer and assessor can deem you 'Competent'.

If you have not completed all the assessment requirements to a 'Satisfactory' level you will be given an assessment result of 'Not yet Competent', this is not a 'Fail'. It simply means you have not reached the level required to demonstrate competency and more information or further confirmation of the knowledge and skills is required.

Your trainer and assessor will discuss the options available to you which could be a further resubmission, or you may need to redo the training and assessment for that unit of competency. This may incur an additional fee.

31. Assessment and your needs

Assessments should take into account your needs. For example, if you have a disability, low literacy, or a medical condition and need support or adjustment, talk to your trainer and assessor first or send an email to info@bccci.edu.au

Assessment deadlines are provided well in advance and extensions will not be granted without a reasonable cause, for example, due to illness, disability, or family or personal situation.

If you need extensions on any of the above grounds, please discuss this with your trainer and assessor or contact the office by sending an email to info@bccci.edu.au

You may be asked to provide evidence of reasons for seeking this extension, e.g. a medical certificate or other relevant documentation.

32. Seeking an extension

If you wish to seek a significant extension of time beyond the scope of a reasonable adjustment that can be granted by your Trainer and Assessor, you must contact your assessor or the VET Program Manager by e-mailing info@bccci.edu.au before the due date and no later than 5:00pm two working days after the due date if the delay is due to illness or misadventure.

Your extension request will be reviewed and you will receive a response within five (5) business days. Please note, extension may not be granted if you have already taken more than the agreed duration to submit your assessments. Therefore, if you feel you may not be able to meet the deadline, you should contact your trainer and assessor or BCCI staff as soon as practicable.

33. Late Submission of Assessments

Late submission penalties may be applied at a “flat rate of \$25” if your submission/re-submission is over ten (10) calendar days late.

34. Marking assessments

After successful submission of your Assessment, your trainer and assessors may take three (3) to six (6) weeks to mark your assessment/s from the date of receiving your assessment/s. Please note, the given time is only an approximation and depends on the quality of assessments you submitted. The trainer and assessor may take longer to mark your assessments and you may be required to resubmit your work.

If you have any questions regarding timeframes for marked assessments, please contact your trainer and assessor.

35. How many attempts will I be given?

You will be given one (1) submission and two (2) resubmission attempts for each assessment towards a unit of competency you are enrolled in.

If you are deemed NYC (Not Yet Competent) after the second re-submission, there may be an administration fee of \$35 per unit for the additional attempt. Your trainer and assessor

will discuss this with you. You can only have one (1) additional resubmission attempt before you will be required to complete the unit again. There will be a fee for re-enrolling into the unit.

If you disagree with the assessment outcome you may lodge a complaint by following the BCCI's Complaints and Appeals Process listed below.

36. Work placement (for applicable qualifications)

Certain qualifications require students to complete work placement. Refer to course information on <https://www.bcci.edu.au/> details on required work placement hours.

Please note, students must arrange their own work placement with a suitable organisations within an industry. BCCI can provide a list of suitable organisations for students to contact. The total number of hours may be applied collectively across all units of competency that include the requirement for workplace hours.

Trainers and assessors cannot sign a student off as 'Competent' in the relevant units until the required hours of work placement have been completed.

For more information on work placement please call BCCI's office on (02) 9793 8155 send an email to info@bcci.edu.au

37. Issuing of Certificates and Statement of Attainments (SOA)

BCCI will issue your Certificate or SOA, directly to you as per the process outlined below, within thirty (30) calendar days of you meeting all requirements of your course.

These requirements include:

- You have provided BCCI with your USI and it has been verified by BCCI's staff, and
- All your assessment tasks for each unit of competency have been submitted and marked as 'Satisfactory' and you have been deemed 'Competent' in those units and
- All course fees are paid.

If any of these conditions have not been met, you will not be issued with a Certificate or Statement of Attainment (SOA). If you have been deemed 'Competent' in one or more units but not all the units from a qualification you will be issued a SOA listing the units of competency achieved.

Your certificate or SOA will be posted to you or you can collect it from Reception at Level 1, 457 Chapel Rd, Bankstown, NSW, 2200. An electronic copy will be sent to the email address you specified on your enrolment form. Please let BCCI staff know if this has changed.

BCCI is required to keep your results for a period of thirty (30) years. You may request a copy of your certificate or SOA emailed to you at no charge. However, if you require a re-issue of the original certificate of SOA, a fee of \$50 will be incurred.

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If you require a replacement certificate or SOA please send an email to info@bccci.edu.au
You will need to identify yourself by providing photographic ID before BCCI staff can process your request.

38. Student Records

BCCI will keep student records for nationally recognised training (NRT) courses for thirty (30) years. The records include copies of qualifications awarded, your enrolment, participation and assessment results. If you, or an agency which has referred you to the course, want to see your records or get information about your progress in the course, we will ask you to sign a 'Consent to Release Information' Form and to identify yourself with photo ID. BCCI cannot release information without your written permission, except as required by law.

Please note that you will need to provide BCCI with your Unique Student Identifier (USI) if you wish to enrol into a nationally recognised training (NRT) course. BCCI is unable to issue a Certificate or Statement of Attainment (SOA) if we do not have your verified USI.

39. Trainer and Assessor Qualifications

All BCCI trainers and assessors delivering NRT courses must have the relevant current vocational as well as training and assessment competencies to meet the requirements of the Standards for Registered Training Organisations (RTOs) 2015. BCCI conducts staff development training at least once a year to help trainers and assessors maintain compliance requirements.

All BCCI trainers and assessors are required to have current industry experience by working

in the industry in which they train. They also maintain currency in their respective industry sector by attending available professional development programs appropriate to their industry.

40. Evaluation

BCCI evaluates courses to help improve or update them. We will ask you about:

- What you learned
- The skills of the trainer
- The facilities
- Whether you would recommend the course to others
- Whether the office staff were helpful

BCCI will hand out evaluation sheets at the end of the course. You do not have to write your name on the evaluation form.

The National Quality Indicators program requires us to ask you to fill out a learner survey form when you attend a Nationally Recognised Training (NRT) course. If your employer has referred you and paid for your attendance, we may also ask your employer to complete a survey form.

41. Promotion

BCCI provides information on course promotion that accurately reflects course content and qualifications. BCCI does not intentionally make vague, misleading, or ambiguous statements about courses, trainers and assessors, required resources, the college or any other matter which could mislead students.

BCCI publishes information on our website, on our Facebook page and in our quarterly course brochures. If you have found any error in the course information either in our course brochure or on our website, please contact BCCI staff on 02 9793 8155 or send an email to info@bccci.edu.au

Please note, for marketing purposes we may take photographs or videos of classes, which may include students attending the training premises. If you do not wish to participate, please tell your trainer or a college staff and ensure you do not tick that you give BCCI permission to photograph you located on the declaration form at the front of the Student Handbook.

42. Complaints

BCCI has a Complaints and Appeals Policy for resolving any issues you may encounter throughout the duration of your studies. BCCI's complaints and appeals processes are open to all BCCI staff, students, trainers and assessors, administrative staff, visitors, clients and any other relevant stakeholder.

43. What is a complaint?

A verbal or written expression of dissatisfaction with any of BCCI's services, processes and/or activities.

44. Making a complaint

Step 1. Informal complaints procedure

BCCI encourages open communication and an environment of trust. If you have a complaint you are encouraged to resolve concerns or difficulties informally with the person(s) concerned in the first instance. For instance this could be a matter relating to a trainer and assessor, BCCI Staff member or fellow Student.

Step 2. Against Trainer or staff member

If your complaint is regarding a trainer and assessor or you are not able to discuss the matter with the person/s directly, you may wish to discuss it over the phone, with the Vocational & Quality Assurance Manager by calling the office during business hours on (02) 9793 8155 or by sending an email to info@bccci.edu.au

Step 3. Formal Complaint

If the matter has not been resolved to your satisfaction, you can lodge a formal complaint by completing the Complaints and Appeals Form and emailing it to info@bccci.edu.au

This form can be obtained from Reception or by sending an email to info@bccci.edu.au or downloaded from the website www.bccci.edu.au

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The CEO will acknowledge receipt of your formal complaint in writing by sending you an email.

BCCI will commence the complaints process within ten (10) calendar days of receiving your written complaint with the relevant supporting documentation. All reasonable measures will be taken to finalise the process as soon as practicable.

The CEO will endeavour to resolve the matter to the satisfaction of both parties by investigating and assessing the complaint, determine the outcome and advise both parties, in writing, of the decision and outcomes within ten (10) working days.

Where a matter is involved, requires additional research and/or investigation and the CEO considers more than sixty (60) calendar days are required to process and finalise the complaint, the CEO will inform the person lodging the complaint (Complainant) in writing, including reasons why more than sixty (60) calendar days are required.

BCCI will regularly update the relevant parties on the progress of the matter.

A copy of all documentation, including the complaint and the outcome, is placed in the Student's file, staff file and recorded in the Register of Complaints and Appeals (Form 21A).

When the matter has been resolved a letter outlining the outcome of the complaint is forwarded to the complainant.

Step 4: Appeals process

If you are dissatisfied with the outcome of your formal complaint, you can lodge an Appeal Against a decision, by completing the relevant section of the Complaints and Appeals Form and e-mailing it to the CEO at info@bccci.edu.au

All appeals are discussed directly with the CEO. The CEO will acknowledge receipt of your appeal in writing by sending you an email.

Please note, if you do not agree with the result of your assessment, you have 3 months from the date of your assessment to appeal.

BCCI will commence the appeal process within ten (10) calendar days of receiving your written appeal with all relevant supporting documentation. All reasonable measures will be taken to finalise the process as soon as practicable.

Step 5. Mediation process

If the CEO is not able to resolve the matter, then this outcome is to be documented and submitted to trigger the commencement of the mediation process.

This can be done by using either a written letter or completing the relevant section of the Complaints and Appeals Form.

The CEO will organise a mediation session with the relevant mediation provider and request the attendance of the student/ appellant and relevant BCCI representatives. Some mediation services may incur a cost to the student/ appellant. The following services are free of charge.

If the Student/ complainant is enrolled in a course under Smart and Skilled, they can contact Training Services NSW by applying online. Smart and Skilled student and employer enquiries call 1300 772 104, or if you are calling from overseas +61 2 8267 7770 or email smartandskilled.enquiries@det.nsw.edu.au

Students specifically asking for a refund or similar should contact NSW Fair Trading Phone: 13 32 20, Monday-Friday, 8:30am to 5pm
Website: www.fairtrading.nsw.gov.au

The [National Training Complaints Hotline](http://www.nationaltrainingcomplaintshotline.gov.au) is accessible on 13 38 73 (Monday to Friday from 8am to 6pm nationally) or via email at skilling@education.gov.au

Students can also access
<https://legalvision.com.au/business-disputes-lawyer-lvp/>

Step 6 – Post Mediation process

If you are not satisfied with the outcome of BCCI's mediation process you can email enquiries@asqa.gov.au or call the ASQA info line on [1300 701 801](tel:1300701801) nationally recognised training (NRT) courses.

For any other services BCCI provides, you can lodge a complaint with the NSW Office of Fair Trading on 13 3220 or <http://www.fairtrading.nsw.gov.au>. Type Complaint in the Search box.

45. Emergencies

Your trainer and assessor will talk to you about emergency evacuation procedures during the first lesson. Get to know the nearest exits.

The trainer and assessor will report any hazards, injury or damage to students, premises or equipment as soon as possible. Our centres have first aid boxes which meet health and safety requirements.

In case of fire, follow the instructions of your trainer and assessor and walk quickly to the nearest exit. Some of our venues may have lockdown procedures. If the lockdown alarm sounds, follow your trainer and assessor's instructions to lock the door and remain quiet.

46. Health & Safety

BCCI is committed to providing a safe learning environment. When attending a BCCI course in a face-to-face classroom setting, either at BCCI premises or at a designated location such as a Hub located in a school, your trainer will discuss safety issues including emergency evacuation in the first lesson and will check your classroom for hazards at the beginning of every lesson.

BCCI advises students not to engage in any heavy lifting, move any heavy furniture or engage in any other activities that may pose risks to themselves and/or other participants or visitors.

In case of any national health emergency, BCCI will follow the guidelines provided by the Department of Health or other organisations as applicable to our business. If you have any concerns about safety, tell your Trainer and Assessor or send an email to info@bccci.edu.au

End of Student Handbook

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