



BETHEL TRAINING INSTITUTE PTY LTD

Bethel Training Institute

Student Handbook

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Introduction

This student handbook is designed to provide you with information about the services provided by the Bethel Training Institute and our approach to providing you a safe, fair and supported environment to participate in training and assessment. This handbook does not provide you with specific information about a course offered by Bethel Training Institute. This information is contained in the Course Brochure which is supplied separately.

About Bethel Training Institute

Bethel Training Institute is a Registered Training Organisation (Code: XXXXX) providing high-quality training to students in Australia. Bethel Training Institute has modern, up to date facilities, and boasts a team of qualified and dedicated Trainers. You can find out more about Bethel Training Institute at the following websites:

<https://www.bethellifecare.com.au/bethel-training/>

www.training.gov.au

Bethel Training Institute is responsible under its registration with the Australian Skills Quality Authority for the quality of the training and assessment being delivered on your chosen course and is also responsible for the issuance of any AQF certificate that may result based on your achievement of the course requirements.

Contact Information

Address: Bethel Training Institute, 122-124 Kite Street, Orange, NSW 2800

Phone: 1300 613 001

Email: rto@bethellifecare.com.au

The Student Support Officer is contactable from 9am-5pm, Monday to Friday.

Trainers and assessors are contactable at any time by email, text message or through the Learning Management System messaging function. Trainers and assessors will provide students with their direct email address and phone number on the first day of class. Please allow 2 business days for their response. Alternatively, contact the Student Support Officer.

Student 24 Hour Emergency Contact

1300 613 001

Emergency Telephone Numbers

Police, Fire, Ambulance – 000

Our mission and objectives

Bethel Training Institute mission is to deliver quality training assessment that meets the needs of students and industry.

In recognition of this mission, our objectives are:

- **People.** We strive to attract, recruit and retain talented, competent and committed trainers. We promote excellent performance through leadership and professional development.
- **Safety and equality.** We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.
- **Integrity and ethics.** We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.
- **Quality committed.** We aspire to deliver consistent, high quality services and apply quality systems which support training and assessment excellence.
- **Student Focused.** We thrive on providing training and assessment that is student focused and which supports lifelong learning. We respect our students and strive to attract them time after time through high quality training and assessment experiences.
- **Industry engagement.** We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.

Our Services

Bethel Training Institute provides training and assessment services in support of the following nationally endorsed training products:

- HLTAID011 Provide First Aid
- HLTAID009 Provide Cardiopulmonary Resuscitation
- CHC33021 Certificate III in Individual Support



Delivery Locations

We are located at:

122-124 Kite Street, Orange, NSW 2800



Parking

Whilst you are attending our site by vehicle, you may park in the car park or side streets that are adjacent to our premises.

Public Transport

Bus Stations are a short walk from the Bethel Training Institute.

Food Options

If you are looking to buy lunch whilst you are at our premises, we have a number of eateries around Bethel Training Institute.

Your Role as a Student

As a student enrolled in nationally recognised training, you play an active and important role in your own learning journey. While your trainer is here to guide, support, and assess you, it's your responsibility to participate fully, show commitment, and take ownership of your progress.

Vocational training is designed to help you build the skills and knowledge you need to succeed in the workplace. To get the most out of your training, you're expected to come prepared, stay engaged, and be respectful of others around you. Training works best when everyone works together—this means asking questions, trying your best, listening to feedback, and taking pride in your learning.

Your actions also help create a safe, inclusive, and professional training environment for everyone. How you behave, interact with others, and approach challenges all contribute to your success and to the positive experience of the group.

As a student at Bethel Training Institute, you are expected to:

- Attend training sessions on time and be ready to take part
- Follow your trainer's instructions and get involved in all learning and assessment activities
- Take responsibility for your progress and ask for help if you are unsure about something
- Participate safely and let someone know if you see any risks or hazards
- Treat others with respect, including your trainer, classmates, and staff
- Keep going when things get hard, effort and persistence are key to learning
- Stay curious, ask questions, try new things, and be open to feedback
- Look after the training resources, tools, and equipment you use
- Submit your work on time and make sure it's your own
- Respond positively to feedback and be open to improving your skills
- Reflect on what you have learned and how you can keep growing
- Behave in a way that reflects the standards expected in your future workplace

By doing these things, you are not just completing a course, you are building habits and attitudes that will help you succeed in your career.

Your safety

Bethel Training Institute is committed to providing you a safe environment in which to participate in training and assessment. We are aware under the Work Health and Safety Act 2011 of our responsibilities to maintain a safe environment.

The following guidelines are provided as a basis for safe practice in the training and assessment environment.

- Know and observe details of emergency response and evacuation plans;
- Do not undertake activities which may cause injury to self or others;
- Be responsible for your own actions;
- Follow equipment operating procedures and trainer instructions for the safe operation of equipment;
- No smoking at the training and assessment facilities or offices;
- Report all potential hazards, accidents and near misses to the Bethel staff;
- No consumption of alcohol within training and assessment facilities or during the conduct of training and assessment;
- Keep training and assessment areas neat and tidy at all times;
- Observe hygiene standards particularly in eating and bathroom areas.

Electrical equipment:

- Electrical equipment that is not working should be reported to the Training Manager.

Fire safety:

- Bethel Training Institute will undertake to communicate the procedures involved in evacuation and the location of fire equipment to students at each facility for each training and assessment event.
- All users of a training and assessment facility need to be familiar with the location of all EXITS and fire extinguishers. Users are to consult available maps to determine location.

First aid:

- Provision for first aid facilities are available where training is delivered.
- A first aid kit is located at reception.
- All accidents must be reported to Bethel Training Institute staff.
- The accident and any first aid administered must be recorded by staff involved.
- Safety incident report is to be completed on any incident requiring first aid or near miss.

Lifting:

- students, trainers and assessors are encouraged not to lift anything related to the training and assessment provided by Bethel Training Institute unless directed to do so by the Trainer.
- If you have experienced back problems in the past do not attempt to lift anything at all and advise the Trainer of any limitation.
- Never attempt to lift anything that is beyond your capacity.

Work and study areas:

- Always ensure that all work areas are clean and clear to avoid the danger of accident by tripping or falling over.
- Place all rubbish in the bins provided.
- Ensure that kitchen bench spaces are left clean and tidy and that all dishes are washed.
- Do not leave tea towels or any cleaning cloths in a bundle on the bench tops or draped near any bin.
- Do not sit or climb on any desks or tables.
- Do not leave bags or garments on the floor obstructing passageways.

Work integrated training

- All students must complete workplace health and safety induction before any work integrated training commences.
- Students must have access to appropriate clothing and personal protective equipment required by the workplace.

- Appropriate supervision arrangements in the workplace must be established to ensure that the student's safe participation is monitored.
- Hazard risk assessment on planned work integrated training must be completed to identify the likelihood and consequence of injury or harm occurring and appropriate risk reduction measures.
- Students must be briefed and provided contact details to contact Bethel Training Institute representative anytime they feel that the situation in the workplace is not safe.

Language, literacy, numeracy and digital proficiency

Bethel Training Institute will assess all student's language, literacy, numeracy and digital (LLND) proficiency as part of their enrolment to identify where the student's current skills are aligned with the intended course or where the student may need support. The results of the LLND assessment will be reviewed to determine if you need training support.

There may be valid situations where language, literacy, numeracy and digital proficiency assessment is not required where the student has completed a certain level of education or has demonstrated their ability to study with prior education and training. The following outlines the approach that Bethel Training Institute will apply to determine if a student requires language, literacy, numeracy and digital proficiency assessment:

Full Qualification

The following guidelines are provided in determining which students applying for enrolment in a full qualification must complete a mandatory LLND assessment:

- If the student has completed their Higher School Certificate (Y12 / HSC), LLND assessment is not required, unless a risk is identified in the initial core skills assessment completed by the student as part of the Enrolment Form.
- If the student has completed a nationally recognised training product in Australia at least to the AQF level, or one AQF level below the qualification being enrolled in, LLN Assessment is not required, unless a risk is identified in the initial core skills assessment completed by the student as part of the Enrolment Form.
- All students that do not satisfy the above criteria, must complete the LLN assessment as part of their enrolment in addition to the initial core skills assessment completed by the student as part of the Enrolment Form.

Short Course

All students are required to complete an initial core skills assessment which is included in the Enrolment Form. The initial core skills assessment will be used to identify students who do not have the required core skills and competencies for the short course they are enrolling in, or who require additional supports.

Student support services

During your enrolment, Bethel Training Institute will engage with you on a number of occasions to identify if you require any support. We do this through requesting you to complete enrolment documentation which includes an initial core skills assessment, discussions over the phone, and finally during your orientation.

One of the important objectives of these engagements is to understand what support services you may need to fully participate in your study. You will be asked questions about your support needs or your “individual needs”. This is simply the term we use to define what your needs are, and this enables us to organise the appropriate support services or to refer you to specialist support services. Make sure you take the most of this opportunity and let us know if you need support.

What support is available?

Bethel Training Institute will use a combination of our own services and the services of referral agencies to either provide or refer you to the following support services:

- administrative support (admin team),
- language, literacy and numeracy support (Trainer),
- studying and learning support (Trainer),
- English as second language support (external referral),
- alternative payment plan (admin team),
- counselling support (external referral),
- disability access support, where feasible (Training Manager), and
- employment services referral (external referral).



Where specialist support services are recommended by Bethel Training Institute (such as Counselling Support for example), students are advised that these services may incur additional cost by the service provider that is separate from the services provided by Bethel Training Institute. Students should verify the cost of these services with the provider before proceeding with these specialist support services. Students are also welcome and encouraged

to use a services provider of your choosing. Services recommended by Bethel Training Institute are recommended only for your convenience and this recommendation by no means that we give any warranty of these services. You should make your own enquiries and satisfy yourself that the service is suitable for your needs.

If you need support during your course, please approach and inform reception and you will be connected with the best person who can assist you. If the matter is sensitive and you do not feel comfortable discussing it with reception, simply inform reception that you would like to meet with the RTO Manager. It is our absolute priority to provide you the support needed to enable you to progress in your study and complete your chosen course. Your designated student support officer is:

Sayuri Fernando

Student Support Officer

1300 613 001

rto@bethellifecare.com.au

Your wellbeing

We are committed to fostering a supportive and safe environment that promotes the mental, physical, social, and emotional wellbeing of all students. If you need assistance or support at any time during your studies, you can seek help from your trainer or the Student Support Officer. Requests for help will be kept confidential.

Depending on the nature of the issue/s, adjustments may be made to your training plan, assessment due dates, additional training support may be provided to you, or you may be referred to external support services (e.g. counselling services that provide vocational, emotional and psychological support, or services to assist in accessing financial support).

Diversity and equity

Bethel Training Institute is committed to providing a supportive learning environment for all our students. This includes ensuring that our training and assessment environment is inclusive, respectful and free from discrimination and harassment. Bethel Training Institute staff members are there to ensure every student, regardless of their background or identity, has equitable access to learning opportunities, feels valued, and can contribute to the classroom community. If at any time you feel that the training environment is not safe, you should contact the Student Support Officer as soon as possible.

Disability Inclusion

If you think you'll need changes made in the classroom or extra learning support, you should contact the Student Support Officer as soon as possible. You can do this when you apply to enrol and before you start studying. You can also ask for help at any time during your studies.

Disclosure of disability or ongoing ill health, including mental ill health, is your choice and is not a requirement for participation in our courses. However, we encourage you to share information about the impact of your disability with us when you enrol so we can put reasonable adjustments in place in a timely way to support you in your learning and assessment.

Children and Young Students

Bethel Training Institute is committed to providing a positive, inclusive, and supportive environment that caters to the unique needs of students under the age of 18. Bethel Training Institute can provide additional resources, guidance, and adjustments to ensure that young students have equal opportunities and feel safe, respected, and encouraged. The Student Support Officer will work with young students and their family or carer (if desired) during the enrolment process to develop a learning support plan, if required.

Harassment and Discrimination

Bethel Training Institute is committed to ensuring that the training and assessment environment is free from discrimination and harassment. All Bethel Training Institute staff members (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances. If discrimination and harassment is found to have occurred disciplinary action will be taken against any staff member who breaches this policy. Suspected criminal behaviour will be reported to police authorities immediately. Students should expect fair and friendly behaviour from Bethel Training Institute staff members, and we apply complaint handling procedures advocated by the Australian Human Rights Commission.

Equally, students are also responsible for their own behaviour and are not to demonstrate or carry out any behaviour which can be perceived as harassment or discrimination on behalf of the other person. Students witnessing such behaviour should contact the Student Support Officer as soon as possible.

Students who feel that they have been discriminated against or harassed should report this information to a staff member of Bethel Training Institute that they feel they can trust. This will initiate the complaint handling procedure which will be fair and transparent and will protect your rights as a complainant.

To find out more about how to manage a complaint, including contact details refer to the Australian Human Rights Commission:

- [Making a complaint](#)
- [Disability rights in Australia](#)

Your privacy

Bethel Training Institute takes the privacy of students very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and Australian Privacy Principles.

Here's what you need to know:

- Bethel Training Institute will retain personal information about you relating to your enrolment with us. This includes your personal details, your ethnicity and individual needs, your education background. We will also retain records of your training activity and are required to do this in accordance with the National Vocational Education and Training Regulator Act 2011.
- Your personal information is retained within our hard copy filing system and our computer systems. Your information is collected via the enrolment form and through your completion of administrative related forms and based on your training outcomes. Hard copy files are secured in lockable filing cabinets which are monitored throughout the day and secured in the evening. Electronic data retained on our computer systems is protected via virus protection software and firewall protection. Our data is backed up continuously to our server which is secure.
- Bethel Training Institute is required by the National Vocational Education and Training Regulator Act 2011 to securely retain your personal details for a period of 30 years from the date your enrolment has completed. The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome if required.
- In some cases, we are required by law to make student information available to Government agencies such as the National Centre for Vocational Education and Research or the Australian Skills Quality Authority. In all other cases Bethel Training Institute will seek the written permission of the student for such disclosure. Bethel Training Institute will not disclose your information to any person or organisation unless we have written instructions from you to do so. If you require your records to be accessed by persons such as your parents, you need to authorise this access otherwise this access will be denied.
- You have the right to access information that Bethel Training Institute is retaining that relates to you. Further instructions are provided on how to access records within the section titled "Access to your records".
- If you have concerns about how Bethel Training Institute is managing your personal information, we encourage you to inform our staff and discuss your concerns. You are also encouraged to make a complaint directly to us using our internal complaint handling arrangements outlined in this handbook. Under the Privacy Act 1988 (Privacy Act) you also have the right to make a complaint to the Office of the Australian Information

Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint at the website of the OAIC located at: <http://www.oaic.gov.au/privacy/privacy-complaints>.

Attendance Expectations

To get the most out of your training and stay on track with your learning, it's important that you attend all scheduled training sessions and arrive on time. Your attendance will be recorded by your trainer using an attendance sheet, and the following rules apply:

- You will be marked present if you attend the full session as scheduled.
- You will be marked late if you arrive more than 10 minutes after the session has started.
- You will be marked absent if you do not attend the session at all, or if you leave before completing most of the scheduled time (unless prior arrangements have been made with your trainer).

If you are absent, you should provide a reason to your trainer either verbally or in writing (such as by email or SMS). Where needed, you may be asked to provide further evidence, such as a medical certificate, or to complete a make-up session.

If you attend a session but leave early, your trainer will note this and assess whether this affects your learning or progress. Ongoing lateness or absences without explanation may lead to further follow-up to ensure that you receive the support you need and remain actively engaged in your training.

National VET Data Policy

As part of your enrolment, you will be asked to declare your acceptance of the terms of the service contract and the refund conditions and confirm that you have been fully advised of the fees, refund conditions and conditions of enrolment and agree to be a student at Bethel Training Institute.

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

You agree that under the Data Provision Requirements 2020, Bethel Training Institute is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on the enrolment form and your training activity data) may be used or disclosed by Bethel Training Institute for statistical, regulatory and research purposes. Bethel Training Institute may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers.

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

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

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

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

Unique Student Identifier

If you're studying nationally recognised training in Australia, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life. You can access your USI account online from your computer, tablet or smart phone anytime. Fact sheets –available to download [Student Information for the USI](#)

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

Students are advised that there are a number of unique circumstances where a person may be exempt from requiring a USI. These do not apply to the vast majority of students in Australia. The USI Exemption Table is available from the USI website which explains these circumstances [Click Here](#). Students who exercise an exemption from submitting a USI should be aware that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the USI Registrar. Further details about the implications of being exempt can be obtained from the USI website: [Click Here](#).

Accessing your records

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

- student file,
- learning and assessment record,
- administrative records,
- AQF certificates including a reissuance of a statement of attainment or qualification which has been previously issued.

You may require these records to monitor your progress with training or simply to go back and confirm something in a previous training module. Whilst these records will be retained by Bethel Training Institute, you are welcome to have access anytime just ask your trainer, and it will be organised.

You can access hard copy records and reports from our student management system but only relating to you personally. You can request this access using the Student Records Request Form. Access to requested records during a workday will be arranged as soon as possible and definitely within 24 hours. Students should note that these records cannot be taken away unless a copy is requested. Where photocopies are requested, Bethel Training Institute reserves the right to charge a one-off photocopy fee of \$10.00. There is no cost to simply view records at our office.

In the case of accessing a reissuance of a previously issued Statement of Attainment or Qualification certificate, if you have lost or misplaced your AQF certificate you may obtain a reissued certificate from Bethel Training Institute. To obtain this you must complete the Student Records Request Form and return this to the Office Manager. The cost of \$50.00 will apply for each issued AQF certificate. These monies must be paid in advance. Reissued AQF

certificates will be an exact duplicate of the original with the exception of small wording at the bottom of the document which identifies the certificate as reissued. AQF certificates may only be collected in person or can be posted via registered post. A student may also nominate another person to collect the certificate, however these persons must be notified to Bethel Training Institute beforehand, and the person must provide photo ID to validate their identity.

Fees and Charges

Bethel Training Institute charge fees for services provided to students undertaking training and assessment. These charges are generally for items such as course materials, textbooks, student services and training and assessment services.

Fees are payable at different stages depending on the type of course the student is enrolling in. As an example:

- for a Short Course, the total fee may be required to be paid via the website or at reception at the point when the student is registering for the course.
- for a Long Course with a scheduled start date, the student will be required to make a payment for their initial payment within 5 days of being issued an invoice or prior to the course commencing, whichever occurs first.

The payment requirements for all courses are specified within the current Bethel Training Institute *Schedule of Fees and Charges*. The Schedule will identify the amount and when the initial payment must be made and any subsequent payments that are due as the course progresses. This information is provided as part of the pre-enrolment with this *Student Handbook*. If for whatever reason you have not received a copy of the *Schedule of Fees and Charges*, please contact Bethel Training Institute and we will send this to you immediately. You can also find a copy of the *Schedule of Fees and Charges* on our website.

Bethel Training Institute may discontinue training if fees are not paid in accordance with the agreed *Schedule of Fees and Charges*. If a payment is required prior to a service being delivered, the student is not permitted to undertake the service unless prior approval has been given by the CEO.

Where a student is required to pay an application fee as specified in the current *Schedule of Fees and Charges*, the application fee is non-refundable. This is to be clearly explained to the student within the *Schedule of Fees and Charges*.

Payment methods

Bethel Training Institute accepts payment for fees using the following payment methods:

- Credit Card either over the phone or via our electronic invoice
- Electronic Funds Transfer (account details provided on the invoice)
- Cheque



Payment in cash is not available. Please refer to our invoice for payment options.

Fees Paid in Advance

Bethel Training Institute does not require prospective or current students to prepay fees in advance in excess of the threshold for prepaid fee amount which is in excess of a total of \$1,500. This is an important consumer protection measure to limit the amount of fees that a student can be charged in advance of the services being delivered to the student.

If the cost of the course is less than \$1,500, generally the full amount will be requested for payment prior to the course commencing.

Refund policy

Students, who give notice to cancel their enrolment **10 business days** or more prior to the commencement of a course, will be entitled to a full refund of fees paid. This includes situations where the student may register for a course within the 10 business days prior to the course commencement.

Students who give notice to cancel their enrolment **9 business days** or less prior to the commencement of a course will be entitled to a 75% refund of fees paid. The amount retained (25%) by Bethel Training Institute is required to cover the costs of staff and resources which will have already been committed based on the students' initial intention to undertake the training.

Students who cancel their enrolment part way through a course must notify Bethel Training Institute in writing via email or letter at the soonest opportunity. Students who cancel their enrolment after a course has commenced will not be entitled to a refund of fees.

Where a student has purchased and been supplied a text or training workbooks and subsequently cancels, Bethel Training Institute will not provide a refund for already supplied text or training workbooks.

Discretion may be exercised by the Chief Executive Officer in all situations, if the student can demonstrate that extenuating or significant personal circumstance led to their withdrawal. In these cases, the student should be offered a full credit toward the tuition fee in another scheduled course in-lieu of a refund. Chief Executive Officer may also authorise a refund of tuition fees if the circumstances require this.

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. Tuition refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the student on the Refund Request Form.

All requests for refund of fees must be made in writing.

The following outlines the Bethel Training Institute refund policy in various circumstances and situations which may arise:

- Cancelling enrolment after a course has commenced - Students who cancel their enrolment after a course has commenced will not be entitled to a refund of fees.
- Refunds for textbooks - Where a student has purchased a textbook or training workbooks and subsequently cancels, Bethel Training Institute will not provide a refund monies for a textbook or training workbooks.
- Refunds of enrolment fees - Where an enrolment fee applies, enrolment fees are non-refundable in all circumstances.
- Non-transferable - Bethel Training Institute refunds are not transferable to another person.
- Refunds for classes missed - No refunds will be made for classes missed due to exams, excursions, or other obligations that fall outside the normal schedule of classes.
- Intake numbers are insufficient - Bethel Training Institute reserves the right to cancel a course if intake numbers for a scheduled course are insufficient. In the unlikely event that Bethel Training Institute cancels a course if intake numbers are insufficient, the student will receive a full refund.
- Behaviour Misconduct - Students who demonstrate behavioural misconduct after being formally warned are to have their enrolment cancelled and will not be entitled to a refund.

Students have the right to access Bethel Training Institute complaints and appeals processes and to also take further action under Australia's consumer protection laws.

Training funding and subsidy rights and obligations

As a student receiving a subsidy to participate in training, you have certain rights and obligations. First and foremost, you have the right to expect that your training meets high-quality standards. This means that your education must align with the standards, regulations, and requirements set down by the Australian Skills Quality Authority (ASQA) and Smart and Skilled program. This ensures that your qualification meets nationally recognized benchmarks for educational excellence.

In terms of personal information management, you have the right to be fully informed about how your personal information is collected and used by Bethel Training Institute. You can review this information at any time and request corrections if you find any inaccuracies. Your privacy is protected under applicable laws and regulations, giving you control over your personal data throughout your educational journey.

Additionally, you have the right to access Bethel Training Institute's complaints process. This ensures that you have a clear pathway to address any concerns that may arise during your studies, and that you will receive fair treatment in all aspects of your educational experience.

Along with these rights come certain obligations that you must fulfill as a student. Your primary obligation is to provide accurate and truthful information to Bethel Training Institute. This includes all personal details, previous educational experience, and any other information requested during your enrolment. If any of your details change during your studies, you are responsible for updating this information promptly.

Equally important is your obligation to maintain responsible and ethical behaviour throughout your training. This encompasses showing respect for fellow students and staff, following Bethel Training Institute policies and procedures, and conducting yourself in a manner that contributes to a positive learning environment. Your ethical conduct helps ensure a quality educational experience for everyone involved in the course.

Consumer Protection and Guarantee

If Bethel Training Institute cancels or ceases to provide planned training, Bethel Training Institute must issue a full refund for any services not yet provided. The basis for determining "services not yet provided" is to be based on the units of competency completed by the student and which can be issued in a statement of attainment at the time the service is ceased. As an example: A student enrolled in a course of 2 units of competency and paid \$600.00 up front as the total course fee. The course was cancelled due to the trainer falling ill and the student at that time had completed 1 of the 2 units. The student's enrolment would be finalised, and the student would receive a Statement of Attainment for the 1 completed units. The student would also receive a refund of \$300.00 which represents that value of the training not delivered.

As a student undertaking a vocational education and training course, you are protected under Australian Consumer Law and under State and Territory consumer protection laws. These protections include areas such as unfair contract terms, the consumer guarantees, to statutory a cooling-off period, and unscrupulous sales practices. You can find out more information about your rights as a consumer from the Australian Consumer Law website which includes a range of helpful guides relating to specific areas of protection. Please visit the following site for more information: [Australian Consumer Law](#).

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

Learning material replacement

Students who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of replacement. For a full list of replacement charges please refer to Bethel Training Institute Schedule of Fees and Charges.

Statutory cooling off period

A statutory cooling off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactic such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty. Bethel Training Institute do not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period in not applicable to our students who have enrolled into a course. For refund option in other circumstances, students must refer to the above refund policy.

Changes to terms and conditions

Bethel Training Institute reserves the right to amend the terms and conditions of the student's enrolment at any time. Changes may include changes to course delivery arrangements, changes to ownership or third party arrangements, changes caused by training product transition¹, or changes to our policies and procedures. If changes are made that effect the student's enrolment the student will be informed 28 days prior to changes taking effect. Students are provided this advance notice of 28 days to enable them to submit an appeal from the date they were informed of the decision. Further information about appealing a decision is contained in the section relating to complaints and appeals handling.

¹ Training product transition is where the qualification or unit of competency you are enrolled in is superseded by a replacement qualification or unit of competency and Bethel Training Institute will need to review the best option for your training and will communicate with you about any changes.

Requesting to substitute a course

Course substitutions are not permitted after the course has commenced under any circumstances. Requests for course substitutions are to be made in writing and can be made at any time up to 5 working days before the course commencement date.

Requesting to transfer between courses

Requests for transfers to an alternate course can be made at any time. Requests for course transfer are to be made in writing. Request for course transfer are subject to the availability of an alternate course, the crossover of units of competency already completed and where a credit transfer would align with the new course. In some circumstances where there is no available course and there is no viable pathway for credit transfer of completed units of competency into the new course, course transfer will not be approved. Students accessing a training subsidy may also have restrictions preventing course transfer. These restrictions will be considered taking into account the student's individual circumstances.

Requesting to defer a course

Deferral from a course after the course has commenced is not permitted. In this circumstance, the student has the option to withdraw from the course. Requests for deferral from a course prior to it commencing can be arranged if Bethel Training Institute is advised in writing more than 5 working days prior to the course commencing. Requests for course deferral are to be made in writing. Requests to defer a course commencement longer than six months will be declined.

Withdrawing from a course

There are circumstances where a student may finalise their enrolment early for personal or academic reasons. Students who have requested to withdraw from the course will be offered counselling on their options which may include transferring to a different course or receiving additional student support to assist them in the current course. Where the student declines these options and request withdraw from the course, the student will be issued a statement of attainment only for units of competency they have achieved. Requests for course withdrawal are to be submitted in writing.

Student who are not contactable or not responding

Where a student is not contactable or fails to respond to requests by the Bethel Training Institute, the student's enrolment may be terminated in absentia. This action may only be taken where the Bethel Training Institute has made every reasonable attempt to engage with the student or contact the student to seek their instructions about their intentions to continue with or complete the applicable course. Email records and written records of phone

conversations are to be retained on the student's file as evidence of the expressed instructions from the student.

Full Qualifications - Before a student's enrolment in a full qualification can be closed without their written or expressed consent a minimum of three attempts (one week apart) must be made using the last known contact details (email, phone and mail) to contact the student and issue the student with a warning letter notifying them of the intent to terminate the enrolment. Where the student fails to respond, the student's enrolment is to be closed. Any final AQF certificate to which the student is entitled is to be sent registered mail to the student's last known mailing address.

Plagiarism

Students must submit only original work for assessments, assignments, and projects. Examples of plagiarism include:

- Direct copying of paragraphs, sentences, a single sentence or significant parts of a sentence;
- Direct copying of paragraphs, sentences, a single sentence or significant parts of a sentence with an end reference but without quotation marks around the copied text;
- Copying ideas, concepts, research results, computer codes, statistical tables, designs, images, sounds or text or any combination of these;
- Paraphrasing, summarising or simply rearranging another person's words, ideas, etc., without reference or explanation;
- Offering an idea or interpretation that is not one's own without identifying whose idea or interpretation it is;
- A 'cut and paste' of statements from multiple sources;
- Presenting as independent, work done in collaboration with others;
- Copying or adapting another student's original work into a submitted assessment item;
- Copying or adapting a student's own work submitted in a previous essay or assessment;
or
- Unintentionally failing to cite sources or to do so adequately.

Where plagiarism is detected in students works submitted for assessment the following action will be taken:

- **Plagiarism resulting from poor academic practice** - If it has been determined that the

plagiarism has arisen from poor academic practice, the student is to be requested to revise the work and submit it for reassessment. The student will be offered support and additional training in the use of referencing systems.

- **Intentional plagiarism** – If it is determined that the plagiarism was intentional, the student's work is not to be accepted, and the student is to be issued with an alternative assessment to complete. The student is to be given a formal warning in writing (Warning Letter for Academic Misconduct) by the Chief Executive Officer explaining the seriousness of the incident and the consequences if the student is found to plagiarise again (i.e. withdrawal from the course). Students who are found to continue to plagiarise work in support of their assessment will have their enrolment closed. Where a student has been found plagiarising to a level which is considered to be deliberate and egregious, the student's enrolment will be closed following being notified of the decision. The student will have the right to appeal any decision that they are notified of in accordance with the appeals policy.

How to reference

Students are encouraged to apply the Harvard Referencing System in-text citation. This approach requires three pieces of information about a source within the text of the students work. This information is:

- the name of the author or authors
- the year of publication
- the page number

To prevent cheating or plagiarism, students are responsible for:

- Submitting only work that is their own or that properly acknowledges the ideas, interpretations, words or creative works of others;
- Avoiding lending original work to others for any reason;
- Being clear about assessment conditions and seeking clarification if in doubt;
- Being clear about what is appropriate referencing and the consequences of inappropriate referencing;
- Only use AI tool according to the acceptable use guidelines.
- Discouraging others from plagiarising by observing the practices above.

Use of Artificial Intelligence (AI)

Bethel Training Institute employ a range of strategies and software solutions to monitor the use of artificial intelligence content in assessment submissions made by students. This is a normal part of our assessment quality control. The following are guidelines on the **unacceptable use of artificial intelligence** content:

- **Direct Generation of Assessment Responses.** Using AI to generate complete or partial answers for assessments, such as:
 - Having AI write workplace documentation like risk assessments or incident reports
 - Using AI to complete practical task descriptions or work procedures
 - Submitting AI-generated responses for knowledge questions
 - Using AI to create workplace portfolios or evidence collections
- **Bypassing Skill Development.** Using AI in ways that prevent learning essential vocational skills such as:
 - Having AI solve workplace calculations instead of developing mathematical competency
 - Using AI to create technical drawings or designs without learning the underlying principles
 - Relying on AI for measurements or specifications instead of developing measurement skills
 - Having AI interpret technical manuals or workplace documents without developing comprehension skills
- **Professional Communication Tasks.** Using AI to complete communication tasks that demonstrate professional competency, such as:
 - Having AI write client communications or workplace emails
 - Using AI to generate workplace reports
 - Submitting AI-generated meeting minutes or briefing notes
 - Using AI to create workplace presentations or training materials
- **Evidence Collection.** Using AI to fabricate or manipulate evidence of competency, such as:

- Creating artificial workplace scenarios or examples
- Generating fictional workplace experiences or observations
- Producing simulated workplace documentation
- Creating artificial supervisor feedback or third-party reports
- **Practical Skills Documentation.** Using AI to document practical skills without performing them, such as:
 - Writing up practical task procedures without completing them
 - Generating safety check documentation without performing checks
 - Creating maintenance logs without conducting maintenance
 - Documenting customer service interactions that did not occur
- **Group Work and Collaboration.** Using AI to bypass genuine workplace collaboration:
 - Having AI generate team contributions
 - Using AI to complete assigned portions of group tasks
 - Creating artificial peer feedback or evaluations
 - Generating team meeting outcomes without participation

The unacceptable use of artificial intelligence content is considered a form of plagiarism and students found to be breaching this policy Action will be taken in accordance with the plagiarism policy outlined above. Where there may be acceptable uses of artificial intelligence content, this will be specifically identified to each student within the assessment instructions of the task.

Behaviour misconduct

Bethel Training Institute seeks to provide an environment that is free from unacceptable behaviour and promotes a positive learning environment for all students. Behaviour misconduct is defined as unacceptable behaviour and includes, but is not limited to:

- Behaviour that impairs the reasonable freedom of other persons to pursue their studies and participate in the activities of the RTO
- Any act or failure to act that endangers the safety or health of any other person

- Actions that impair any person's participation in a legitimate RTO activity or, by act or omission disrupts the peace or good order of the RTO
- Acting in a way that causes students or staff or other persons within the RTO to fear for their personal safety
- Wilfully obstructing or disrupting any official RTO meeting, ceremony, activity, class or examination/assessment
- Any form of harassment, whether based on gender, race, age, sexual preference or religious belief
- Wilfully damaging or wrongfully dealing with any RTO property, or the property within the RTO of any person, including theft
- Being under the influence of prohibited drugs and/or substances including alcohol
- Trespassing or knowingly entering any place within the premises of the RTO that is out of bounds to students
- Making a false representation as to a matter affecting student status
- Possession of dangerous articles or banned substances
- Abusive behaviour to others

Students are responsible to:

- Be informed of and comply with Commonwealth or State law;
- Behave in a way that supports the freedom of other persons (students) to pursue their studies and participate in the activities of the RTO;
- Identify themselves truthfully;
- Behave in a way that supports the safety or health of any other person;
- Maintain the peace or good order of the training environment;
- Treat Bethel Training Institute property with respect and prevent damage or destruction of property;
- Behave in a way that supports the conduct of official Bethel Training Institute meetings, ceremony, activity, class or examination/assessment;

- Treat others with respect and not discriminate based on gender, race, age, sexual preference or religious belief;
- Be free from (not under the influence of) prohibited drugs and/or substances including alcohol during attendance at the Bethel Training Institute;
- Not trespass or knowingly entering any place within the premises of Bethel Training Institute that is out of bounds to students;
- Give truthful information relating to student status; and
- Communicate in a way that demonstrates respect for others and is free from verbal abuse.

Where a student is identified for behaviour misconduct, a Bethel Training Institute staff member will document the misconduct and submit this to the Training Manager. Students who demonstrate behavioural misconduct will be counselled and issued a formal warning. Students who demonstrate behavioural misconduct after being formally warned will have their enrolment cancelled and will not be entitled to a refund. This does not limit the requirement to provide suitable warning in writing and the opportunity to make oral or written representations regarding the misconduct or the student's right to appeal a decision.

Where the student's behaviour is so egregious or leads to the actual damage to property or harm to another person, the student's enrolment can be closed immediately, and the incident will be reported to the Police. This does not remove the student's right to appeal a decision made by Bethel Training Institute. Only after any appeal process has been completed that the student's enrolment can be closed and the student will be issued a statement of attainment only for units of competency they have achieved. Whilst any appeal is being processed, the student enrolment is to be temporarily suspended, and the student is not to attend the Bethel Training Institute premises.

Continuous improvement

Bethel Training Institute is committed to the continuous improvement of our training and assessment services, student services and management systems.

Students are encouraged to provide feedback and suggestions for improvement to Bethel Training Institute at any time during their studies so we can improve our services in the future. Students can report opportunities for improvement by discussing suggestions with their Trainer or the Student Support Officer or sending us an email. Suggestions for improvement will be considered by our management team at our regular management meeting.

During a long course, students will be invited to complete the *Student Continuous Improvement Survey* which will usually be administered early in a course such as after the first

term to collect feedback so any issues can be addressed to improve our service to you for the remainder of the course.

At the completion of your course, you will be issued with a *Student Satisfaction Survey*. This is a nationally consistent survey tool which is designed to collect feedback from students about their experience with an RTO and in undertaking nationally recognised training. Your completion and return of this survey is important to Bethel Training Institute for our ongoing improvement of services and to enable us to report this information to our registering authority. Your assistance in gathering this survey data is greatly appreciated.

Assessment

Bethel Training Institute assessment is conducted using a combination of Written Knowledge Assessment, Research Tasks, Case Studies, Work Logbook, Supervisor Feedback and Workplace Observation.

The following provides a brief explanation of the primary assessment methods:

- **Written Knowledge Assessment:** The student is required to provide a written response to a range of questions relating to required knowledge of the units of competency. These would be short answer response activities and may include other questioning methods including multiple-choice.
- **Research Tasks:** The student is required to undertake research within their own workplace and the available reference material and provide a written response to each question. These assessment activities are usually short to medium answer response activities. The responses provided by the student will largely be specific to their workplace.
- **Case Study Response:** The student is required to provide a written response to a situation presented in a case study scenario. This will usually require the student to consider carefully the situation presented, undertake research to inform their response and then to propose their recommended actions.
- **Workplace Logbook:** The student is required to record details of their work activity completed during the work placement. These details are recorded against specified tasks which are predesigned for the student to complete. This forms an important part of the assessment evidence as it often includes critical evidence that is otherwise difficult for the assessor to observe.
- **Supervisor Feedback:** The assessor will periodically engage with workplace supervisors to seek their feedback about the student's performance. This is undertaken as an interview with a duration of 15 to 20 minutes. This interview can be undertaken over

the phone or face to face. Feedback from a supervisor is recorded into the assessment record.

- **Workplace Observation:** The student will be observed performing specific tasks in their day-to-day work activities. The assessor will attend the workplace and observe the students performing tasks relevant to the units of competency being assessed. The student will be briefed on these observation activities and is required to plan to undertake these activities when the assessor attends the workplace.

Re-assessment

Students who are assessed as not yet competent are to be provided with detailed verbal and written feedback to assist them to identify the gaps in their knowledge and skills to be addressed through further training. These students are to be provided with additional training and learning support to target their specific gaps in knowledge and/or skills and prepare them for additional assessment.

It is the policy of Bethel Training Institute to provide three opportunities for training and re-assessment at no additional cost to the student or employer. The initial assessment is one and therefore the student will have two remaining opportunities if they are not able to demonstrate competency on the first attempt. Students who require additional training and re-assessment after they have exhausted their three opportunities will be required to pay a fee for additional training and re-assessment. Please refer to the Bethel Training Institute Schedule of Fees and Charges to identify the re-assessment fee.

Where students repeatedly do not demonstrate competence following significant learning and assessment support, a student's enrolment can be closed through mutual agreement.

Recognition of Prior Learning

In accordance with the requirements of the Outcome Standards for Registered Training Organisations, Bethel Training Institute provides the opportunity for students to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

Recognition involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry. Most importantly, it should be noted that recognition is just another form of assessment.

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

- Any student is entitled to apply for recognition in a course or qualification in which they are currently enrolled.
- Students may not apply for recognition for units of competence or a qualification which are not included in Bethel Training Institute scope of registration.
- Whilst students may apply for recognition at any time, they are encouraged to apply before commencing a course. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- Students who are currently enrolled in a course are eligible to apply for recognition in that course at no additional charge.
- Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- Recognition may only be awarded for whole units of competence.

Forms of evidence for recognition

Recognition acknowledges that workplace skills and knowledge may be gained through a variety of ways including both formal and informal learning or through work-based or life experience.

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

Forms of evidence toward recognition may include:

- Work records;
- Records of workplace training;
- Assessments of current skills;
- Assessments of current knowledge;
- Third party reports from current and previous supervisors or managers;
- Evidence of relevant unpaid or volunteer experience;

- Examples of work products;
- Observation by an assessor in the workplace;
- Performance appraisal; or
- Duty statements.

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

Note: For particularly short, low-cost courses, the recognition of prior learning process may have limited value to students and may not be available. If unsure, please check with the Student Support Officer.

Credit Transfer

Credit Transfer is the recognition of learning achieved through formal education and training. Under the Standards for Registered Training Organisations, units of competency issued by any RTO are to be accepted and recognised by all other RTOs. Credit Transfer allows a student to be issued a unit of competency based on successful completion of the unit which has been previously awarded. If you are seeking credit transfer, you are required to present your statement of attainment or qualification with a record of results for review to Bethel Training Institute.

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

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

- Any student is entitled to apply for credit transfer in a course or qualification in which they are currently enrolled.
- Students may not apply for credit transfer for units of competence or qualification which are not included in Bethel Training Institute scope of registration.

- Whilst students may apply for credit transfer at any time, they are encouraged to apply before commencing a course. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- The student does not incur any fees for credit transfer and Bethel Training Institute does not receive any funding when credit transfer is granted.
- Credit transfer may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and applicants will be advised to seek recognition.

Issuing Qualifications and Statements of Attainment

Bethel Training Institute will issue all Australian Qualification Framework certification documentation (Qualifications or Statements of Attainment) to a student within 30 calendar days of the student being assessed as meeting the requirements of the training product if the course in which the student is enrolled is complete. Please note however that Bethel Training Institute is not obliged to issue a certificate to a completed student if:

- All agreed fees the student owes to Bethel Training Institute have been paid.
- The student has provided a valid Unique Student Identifier.

Students should be aware that a:

- Qualification is the result of a student achieving the units of competency for a qualification outcome as specified in an endorsed training package or an accredited course. A qualification is a formal certification that a student has achieved learning outcomes as described in the AQF. Technically within the AQF a qualification is comprised of a testamur and a record of results. A testamur is the actual official certification document that confirms that a qualification has been awarded to an individual.
- Statement of Attainment is issued when the student has achieved one or more units of competency as a result of completing a course which included units of competency only or where the student achieved one or more units of competency as part of an enrolment in a qualification-based course, but the student did not achieve all of the units of competency to receive the full qualification.

Making a complaint or an appeal

Bethel Training Institute is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body if required. To make a complaint or an appeal, you are requested to complete one of the following forms:

- Complaint Form

- Request for Appeal of a Decision

These forms are available via our website at the following address:

- <https://www.bethellifecare.com.au/bethel-training/>

Once you have completed the required form you are requested to submit this to the Office Manager either in hard copy or electronically via the following contact details:

- Bethel Training Institute, 122-124 Kite Street, Orange, NSW 2800
- rto@bethellifecare.com.au

If you are having any difficulty accessing the required form or submitting to us, please contact us at the following number:

- 1300 613 001

If you are a child or young person and you require support to understand and use the complaints process, please contact the Student Support Officer or your trainer for assistance.

What is a complaint?

A complaint is negative feedback about services or staff which has not been resolved locally. A complaint may be received by Bethel Training Institute in any form and does not need to be formally documented 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.

What is an appeal?

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be submitted to Bethel Training Institute within **28 calendar days** of the student being informed of the decision or finding.

Early resolution of complaints and appeals

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

Complaint and appeals handling

Bethel Training Institute applies the following principles to its complaints and appeals handling:

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

- The handling of a complaint / appeal is to commence within **seven (7) calendar days** of the lodgement of the complaint / appeal and all reasonable measures are taken to finalise the process as soon as practicable.
- The person making a complaint or seeking an appeal is to be provided a written response to the complaint / appeal, including details of the reasons for the outcome. A written response must be provided to the person within **fourteen (14) calendar days** of the lodgement of the complaint / appeal.
- Complaints / appeals must be resolved to a final outcome **within thirty (30) calendar days** of the complaint / appeal being initially received. Where Bethel Training Institute Chief Executive Officer considers that more than 30 calendar days are required to process and finalise the complaint / appeal, the CEO must inform the person making a complaint or seeking an appeal in writing, including reasons why more than 30 calendar days are required. As a benchmark, Bethel Training Institute will attempt to resolve complaints / appeals as soon as possible. A timeframe to resolve a complaint / appeal within thirty (30) days is considered acceptable and in the best interest of Bethel Training Institute and the person making a complaint or seeking an appeal. A person making a complaint or seeking an appeal should also be provided with regular updates to inform them of the progress of the complaint / appeal handling. Updates should be provided to the person making a complaint or seeking an appeal at a minimum of two (2) weekly intervals.
- Bethel Training Institute shall maintain the enrolment of the person making a complaint or seeking an appeal during the handling process.
- Decisions or outcomes of the complaint / appeal handling process that find in the favour of the person making a complaint or seeking an appeal shall be implemented immediately.
- Complaints / appeals are to be handled in the strictest of confidence. No Bethel Training Institute representative will disclose information to any person without the permission of Bethel Training Institute Chief Executive Officer. A decision to release information to third parties can only to be made after the person making a complaint or seeking an appeal has given permission for this to occur. This permission should be given using the Information Release Form.
- Complaints / appeals are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the handling process. This means that the person making a complaint or seeking an appeal is entitled to be heard with access to all relevant information and with the right of reply. The person making a complaint or seeking an appeal is entitled to have their complaint heard by a person that is without bias and may not be affected by the decision. Finally, the decision must be made based on logical evidence and the decision-maker must take account of relevant

considerations, must act for a proper purpose and must not consider irrelevant considerations.

Informing Persons and Responding to Allegations

Where a complaint involves one person making allegations about another person, it is a requirement for Bethel Training Institute to hear both sides of the matter before making any judgements about how the complaint should be settled. A person who will be affected by a decision made by Bethel Training Institute because of a complaint has the right to be fully informed of any allegations and to be provided adequate opportunity to be heard and respond. The person has the right to:

- put forward arguments in their favour,
- show cause why a proposed action should not be taken,
- deny allegations,
- call for evidence to disprove allegations and claims,
- explain allegations or present an innocent explanation, and
- provide mitigating circumstances (information aimed at reducing the severity, seriousness, of something).

Bethel Training Institute also has an obligation to fully consider the substance of allegations and the response provided by parties before making a decision. Decisions must be communicated to the complainant and relevant persons subject of allegations in writing. This is to include advising these persons of their right to seek a third-party review of decisions made by Bethel Training Institute.

Where an allegation is made that involve alleged criminal or illegal activity and it is considered outside the scope and expertise of Bethel Training Institute to investigate the matter, then in these circumstances Bethel Training Institute reserve the right to report these allegations to law enforcement authorities. Persons related to the matter involving alleged criminal or illegal activity will be advised in writing if this course of action is being taken.

Review by an independent third party

Bethel Training Institute provides the opportunity for the person making a complaint or seeking an appeal who is not satisfied with the outcomes of the complaints and appeals handling process to seek a review by an independent person. Before a person seeks a review by an independent person, they are requested to first allow Bethel Training Institute to full consider the nature of the complaint or appeal and to fully respond to the person in writing. If after this has occurred, the person is not satisfied with the outcome, they can then seek a

review by an independent person. To request a review by an independent person, the complainant or the person making an appeal should inform the Office Manager of their request who will initiate the process with the Chief Executive Officer.

In these circumstances the Bethel Training Institute Chief Executive Officer will advise of an appropriate party independent of Bethel Training Institute to review the complaint (and its subsequent handling) and provide advice to Bethel Training Institute in regard to the recommended outcomes. The independent third-party is required to respond with their recommendations within fourteen (14) working days of their review being requested.

Where the Bethel Training Institute appoints or engages an appropriate independent person to review a complaint / appeal, the Bethel Training Institute will meet the full cost to facilitate the independent review.

Following an independent review, advice received from the independent person is to be accepted by Bethel Training Institute as final, advised to the person making a complaint or seeking an appeal in writing and implemented without prejudice.

Where a complaint is received by Bethel Training Institute and the Chief Executive Officer feels that they may be bias or there is a perception of bias, then the complaint is to be referred directly to an independent third-party for consideration and response as outlined above.

Unresolved Complaints and Appeals

Where the person making a complaint or seeking an appeal is not satisfied with the handling of the matter by Bethel Training Institute, they have the opportunity for a body that is external to Bethel Training Institute to review his or her complaint or appeal following the internal completion of complaint or appeals process.

Students who are not satisfied with the process applied by Bethel Training Institute may refer their matter to the following external agencies:

- In relation to consumer related issues, the student may refer their complaint to the relevant **Office of Fair Trading**.
- In relation to the delivery of training and assessment services, the person may refer their complaint to the **National Training Complaints Service** via the following phone number: 13 38 73 or visit the website at <https://www.dewr.gov.au/national-training-complaints-hotline> or alternatively to the Australian Skills Quality Authority at the following website <https://asqaportal.asqa.gov.au/Make-a-Report/?from=tip-off>
- In relation to matters relating to privacy, the person may refer their complaint to the **Office of the Australian Information Commissioner** via the following details: <https://www.oaic.gov.au/individuals/how-do-i-make-a-privacy-complaint> or call on 1300 363 992

Legislative and Regulatory Responsibilities

Bethel Training Institute is required to operate in accordance with the law. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that Bethel Training Institute has recognised it has compliance responsibilities to. They also represent obligations to you as a student whilst training with Bethel Training Institute.

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

Copies of State and Federal legislation can be found on the Internet at <http://www.australia.gov.au/information-and-services/public-safety-and-law/legislation/states-and-territories> (State) and www.comlaw.gov.au (Federal).

The following is a summary of the legislation that will generally apply to your day-to-day work and training:

Australian Consumer Law

Work Health and Safety Act 2011

Privacy Act 1988

Disability Discrimination Act 1992

Sex Discrimination Act 1984

Age Discrimination Act 2004

Racial Discrimination Act 1975

Copyright Act 1968

Fair Work Act 2009

National Vocational Education and Training Regulator Act 2011 -This legislation provides the basis for the regulation of Registered Training Organisations in Australia.

