

Registered Training Provider No: 51769



## Student Handbook

*Please read **PRIOR** to enrolment as this handbook contains important information*

## **Student Information Handbook**

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## Welcome to the Betterlink Group

This handbook has been developed to provide you with information on the Betterlink Group procedures and policies that apply while you are completing your studies with us. It should be read prior to confirming your enrolment with us.

***Betterlink Business Consultancy and Training Services Group*** is a Registered Training Organisation (RTO) Provider No. 51769 offering flexible training that is customised to suit the individual. Training is offered online, through individual coaching and via traineeships.

Our services include nationally recognised training and skill sets in Career Development, Community Services, Employment Services, Human Resources and Leadership & Management at both the Certificate IV and Diploma level where relevant. As well as bespoke training to organisations.

Information about our courses and delivery methods can be found on our website at [www.betterlinkgroup.edu.au](http://www.betterlinkgroup.edu.au)

Please feel free to contact us at any time either prior to enrolment or while you are completing your studies. We are happy to assist should you have any questions, concerns, or general matters related to being enrolled with us that we can assist with.

**Rebecca Herbertson**

*Director of Training and Compliance*

**Phone:** 08 9353 3089

**Email:** [rebecca.herbertson@betterlinkgroup.edu.au](mailto:rebecca.herbertson@betterlinkgroup.edu.au)

## CODE OF PRACTICE

### ***Information about Courses***

You can find out about nationally accredited courses delivered by Betterlink Group by e-mailing or phoning the Betterlink Group office: [betterlinkadmin@betterlinkgroup.edu.au](mailto:betterlinkadmin@betterlinkgroup.edu.au) or **08 9353 3089** or by searching **www.training.gov.au** which contains details of all nationally accredited training and registered training organisations. Information about courses and delivery methods can also be found on our website at [www.betterlinkgroup.edu.au](http://www.betterlinkgroup.edu.au)

### ***Marketing***

Advertising material will clearly communicate the registration status of Betterlink Group with Australian Qualification Framework (AQF) qualifications only advertised for those courses that we are registered to deliver. Courses which carry recognition, other than under the AQF framework, will be clearly delineated to avoid confusion. Further, acknowledgements of accreditation will follow the approved format, as will the use of National logos. Information (including photographs) about individual students will not be used in marketing materials without their express written permission.

### ***Enrolment***

If you would like to enrol in a recognised training program please complete a current Application for enrolment form and return it to [info@betterlinkgroup.edu.au](mailto:info@betterlinkgroup.edu.au) or to [betterlinkadmin@betterlinkgroup.edu.au](mailto:betterlinkadmin@betterlinkgroup.edu.au) Students can also make an application to enrol online through our website using the 'apply now' form. *Once your completed application for enrolment form has been received, you will be contacted to arrange an online **Pre-Commencement Induction** meeting with a Betterlink Group Staff Member.*

### ***Recognition of Prior Learning***

If you feel you already have the skills and knowledge required for accreditation in a qualification you may apply to have an assessment done straight away through Recognition of Prior Learning (RPL). For more information, please see page 6 of this handbook.

### ***Credit Transfer***

You may request to have units credited to your current qualification. Please see page 8 of this handbook.

### ***Training Delivery***

Betterlink Group delivers training to groups of people in workshops, individually through our *Individual Coaching Model (ICM)*, or through self-paced online learning. Information-based sessions are normally run using a variety of aids and styles.

Learning Guides, Record Books, Recorded Webinars, and access to online learning materials may be provided during the period of enrolment as resource and reference material. Learners are encouraged

to learn at their own pace and reasonable assistance is provided where necessary to accommodate special needs. ***It is the student's responsibility to monitor their progress in their course and ensure that they are communicating with Betterlink Group on a regular basis.*** Betterlink Group staff will make regular contact with students via email to offer support.

Betterlink Group is obliged to provide competent, qualified facilitators for program delivery. Facilitators hold nationally recognised qualifications and maintain competence in the subjects they deliver.

### ***Student Support Services***

Assistance with language, literacy and numeracy can be provided upon request. Betterlink Group staff may also be able to assist in other areas or arrange referral to relevant agencies. Please speak to your facilitator or make contact with the office on 08 9353 3089.

### ***Student Abandonment of Training***

Students who are engaged with their studies and make regular submissions or respond to RTO contacts are more successful in achieving their qualifications. ***If the RTO has no contact from a student for a period of sixteen (16) weeks, then your enrolment will be cancelled and no refund due.*** RTO staff will not continue to try and make contact, to offer support and assistance, if the previous three documented attempts have had no response.

### ***Assessment***

For those courses that are Nationally Accredited and included in Betterlink Group's scope of registration, we will abide by all of the relevant national assessment principals and guidelines.

### ***Appeals Process***

If you are unhappy with an assessment you are entitled to appeal the decision and may be reassessed by another assessor. Please see page 15 for more details. ***All appeals must be lodged in writing within 10 working days from the day of the assessment decision.***

### ***Grievances***

If you have a grievance of another kind, there are several avenues available to you to seek improvement. For example, if you are unhappy with the standard of teaching, you could include this information in your feedback form. Alternatively, you could speak with any of the RTO staff. Please see page 17 for more information.

### ***Betterlink Policies***

Betterlink has several policies relating to the way we provide services to our clients. All of these policies and practices are covered in detail in the Betterlink Group's RTO procedures which are readily available upon request. The policies and practices are aimed at ensuring that all clients are treated fairly and equitably and fully understand their rights as Betterlink Group clients. The areas of activities covered by our policies and practices include our:

- Access and Equity Policy;
- Privacy Policy;
- List of Applicable Legislation;
- RPL and Credit Transfer Policy; and Client Service Standards.

The Directors conduct staff appraisals and RTO Management System Review Meetings to ensure that all Betterlink Group operations are fair and reasonable. Betterlink Group also gathers numerous types of client feedback to ensure continuous improvement in all areas of operation. Participants are encouraged to complete these feedback forms or to provide feedback informally via the phone or email to help achieve improvement in all of our services.

### ***Workplace Health and Safety***

All Betterlink Group services are conducted in a safe and healthy environment. Compliance to relevant WHS legislation is incorporated into all Betterlink Group activities.

### ***Access and Equity***

All Betterlink Group staff will adhere to the following principles

- a. Providing and maintaining training services that reflect fair and reasonable opportunity, and consideration for all students and staff, regardless of race, colour, religion, gender or physical disability.
- b. Equity for all people through the fair and appropriate allocation of resources and involvement in vocational education and training.
- c. Equality of outcome within vocational education and training for all people, without discrimination.
- d. Access for all people to appropriate quality vocational education and training programs and services.
- e. Increased opportunity for people to participate in vocational education and training and in relevant decision-making processes within the vocational education and training system.

### ***Qualifications***

Qualifications can be obtained via on-the-job training, through self-paced learning, recognition of prior learning or via workshop delivery where relevant. Students will receive either an AQF *Qualification* or *Statement of Attainment* on completion of their enrolment per the training package requirements.

## **RECRUITMENT AND ENROLMENT**

Recruitment for courses is conducted via direct marketing or through arrangements with Employers and other relevant stakeholders such as industry peak bodies, thus encouraging open participation. All participants are enrolled non-discriminately.

Prior to enrolment clients are able to access course information such as the course content, units of competency, vocational outcomes, skills recognition, prerequisites, and cost via our website. Further information can be obtained by calling our office on 08 9353 3089 or emailing any of our staff with specific questions.

Clients are clearly informed of the enrolment process and/or assisted to complete enrolments where required. Course enrolments may be subject to availability of places based on the maximum number of participants who can be accommodated under the circumstances where relevant (e.g., capacity of training venue, public funding contracts, type of course etc). Students will be informed of any availability issues relating to their enrolment on receipt of their enrolment form and before any fees have been invoiced. **Confirmation of Enrolment letters** are available for individual students on request.

## PERIOD OF ENROLMENT

***Students enrolling in full qualifications have twelve months to complete their qualification.*** The start date is usually taken from the date the student has signed the enrolment form. There can however be exceptions to this. If you are unsure of the start date for your enrolment period, please contact the office. If the student is on a training contract, i.e., traineeship, then the length of their enrolment period is the same as their training contract.

**Betterlink Group does not usually offer single unit enrolments.** They are accepted only in exceptional circumstances. The most accepted circumstance for a single unit enrolment is when that enrolment will allow a student to complete a nationally recognised qualification. All applications for single unit enrolments must be made to the *Director of Training*.

**Students who are enrolled in two to four units are given a three-month enrolment period.** If they do not complete in that time, they will need to reenrol in any units that are not completed, should they wish to continue.

**Students who are enrolled in five or more units but less than a full qualification are given a six-month enrolment period.** If they do not complete in that time, they will need to reenrol in any units that are not completed, should they wish to continue.

## MUTUAL RECOGNITION

Betterlink Group recognises qualifications and statements of attainment that have been issued by other registered training organisations, which meet the requirements of the Australian Qualifications Framework. Qualifications and statements of attainment submitted to Betterlink Group for mutual recognition are checked for authenticity, completeness and compliance with the current *Australian Qualifications Framework*. Any student interested in mutual recognition for previously obtained

qualifications or unit/s of competency should address their queries to the Director of Training or their facilitator in the **first 14 days of their enrolment**. Please also see below – credit transfer.

## RECOGNITION of PRIOR LEARNING and CREDIT TRANSFER

Recognition of Prior Learning (RPL) is the formal recognition of knowledge, skills, attitude and expertise from your previous work or life experience. RPL requires a student to provide sufficient evidence to support their ability to perform to the relevant national standard. RPL is about recognising your ability to apply skills and knowledge in the workplace, to the required standard, irrespective of how your learning occurred.

### What is RPL?

Recognition of Prior Learning (RPL) is the acceptance that skills and knowledge, expressed as units of competency, are acquired through many sources such as life experiences, work experience, formal and informal training. *RPL assessment is an assessment only pathway that enables Students to demonstrate the achievement of these competencies and to be granted recognition for their skills and knowledge.* Assessment for RPL is carried out to the same standards as any other assessment of the same competencies. **Assessments still need to be completed by the student, however applying for RPL can reduce or eliminate the need for learning.**

You can seek recognition for a single unit of competence; a cluster of related units of competencies, or an entire qualification and your evidence portfolio will be assessed holistically (as a single application).

### ***The process of RPL is about:***

- Identifying what the applicant knows and can do;
- Matching the applicant's skills, knowledge and experiences to specific qualification standards;
- Assessing the applicant's ability against those standards;
- Crediting the applicant for their skills, knowledge and experience; and recording future learning needs.

The three main ways in which recognition of prior learning may be presented for RPL evaluation are:

1. A portfolio detailing the learning acquired from life/work experiences;
2. Records of formal learning from courses taken via a recognised service provider; and
3. On-the-job observation/workplace evidence.

### ***Assessment Practices and Methods in RPL***

Applications for RPL must include a detailed description of the learning upon which the claim is based and identify the specific unit(s) from which exemption is sought. The following assessment practices and methods are appropriate:



### ***Portfolio assessment***

The applicant needs to prepare a dossier or collection of material or evidence that clearly identifies the applicant's learning, indicating the knowledge and skills acquired. The purpose of a portfolio is to have *documentary evidence* of the knowledge, skills and experience that an applicant has in order to determine the nature and scope of assessment the application will undergo.

Sources of evidence could include:

- Certificates, reports, testimonials, affidavits, etc.;
- Applicant's answers to set knowledge questions; and/or
- Observation in the workplace (could form part of the assessment process).

Opportunity exists for the assessor to question the applicant about any aspect of the portfolio.

### ***Credit Transfer***

Credit Transfer is a process by which people can have previously completed required units of competency credited towards a course in which they have enrolled or intend to enrol. It is not possible to complete a whole qualification through Credit Transfer with Betterlink Group unless by prior arrangement with the *Director of Training*.

To have credit transfer applied students must provide access to their Unique Student Identifier (USI) transcript or provide copies of their previously completed qualification documents, including a record of results detailing the units completed. **Credit Transfers are applied for at the beginning of the enrolment period and evidence for the credit transfer must be provided within 14 days of enrolment.**

## **FEES AND PAYMENTS**

### ***Fees are advertised publicly on our website***

Betterlink Group details its fees for courses and skills recognition assessments in its course information provided to the student prior to enrolment. This information is also clearly available on our website. The Betterlink Group adjusts its fees and charges from time to time. Changes to fees will be fairly and equitably applied, widely advertised and clearly indicate the date from which the change will be effective.

### ***Corporate Clients paying for staff***

Fees may be negotiated with organisations and payment in full is always on invoice. ***Fees for in-house training and assessment workshops are negotiated with individual corporate clients.*** Corporate clients paying all other fees for staff training are in full on invoice and not subject to the below partial payment arrangements unless otherwise negotiated at the beginning of the enrolment period.

When an employer is paying the fees for a student, the RTO will require the contact details of an appropriate supervisor, to allow reporting on student progression, address any issues or concerns with engagement with studies, and assist in providing support to the student.

### ***Online enrolments and recognition of prior learning applicants – Self-funded students***

Where online training fees are higher than \$1500, the first \$1500 is payable on enrolment with the remainder being payable on invoice. Invoicing for the remaining fees for online training will occur when a student reaches the halfway point on their enrolment. The half-way point will be determined by the number of units commenced, not length of time. For example, if a student is enrolled in ten units, invoicing will occur for remaining fees when the student has been found competent in five units.

Alternative payment plans are available and are mutually agreed in advance prior to an enrolment being confirmed. *Access to online learning materials is provided only once the required deposit has been paid and received by Betterlink Group. As the enrolment period starts from the signed date on the enrolment form, prompt payment of invoices is recommended to ensure timely access to materials.*

### ***Publicly funded traineeships – WA***

Fees payable for students who are enrolled as publicly funded trainees under **Jobs and Skills WA** are charged in line with the Western Australian *Department of Training and Workforce Development* Policy for VET Fees and Charges. Fees are charged for these students by invoice once a student has commenced in a unit of competency.

### ***Publicly funded traineeships – SA***

Fees payable for students who are enrolled as publicly funded trainees under **Job Trainer, or the Subsidized Training List** are charged in line with the South Australian policy for VET concession fees and charges. Fees are charged for these students by invoice once a student has commenced in their enrolment.

### ***Individual Coaching Model - Individuals***

- (a) Where enrolment comes to less than \$1500 in total payment is due in full on enrolment.
- (b) A \$1500 deposit must be paid on enrolment where the full fee for that enrolment is greater than \$1500.

The remaining fees owing are to be paid on invoice. Invoices will be issued as agreed upon enrolment between Betterlink Group and the student. All payment arrangements will be detailed on the first invoice for each student. Commencement into the Individual Coaching Model is deemed to be the day that the student has been inducted into the course and provided with learning materials.

Payment plans are available and are mutually agreed in advance prior to an enrolment being confirmed. *Access to learning materials or evidence guides is provided only once the deposit has been paid and received by the Betterlink Group.*

In all cases, the relevant course fees **must** be paid in full before a client is issued with a qualification or statement of attainment.

### ***Replacement of Qualification Documents***

Should students require a *replacement* qualification testamur and record of results or Statement of attainment to be issued, an administration fee of \$50 per re-issued set of documents will be charged.

## **EXTENTION REQUESTS**

If a student does not complete the qualification/units they are enrolled in within the allocated time, the student may request a complementary three-month extension if **all** the following conditions have been met;

1. Students have completed at least 60% percent of their studies prior to the extension request.
2. The circumstances are beyond the student's control and make it impracticable for the student to complete their course within the allocated timeframe.
3. The circumstances preventing completion were not known prior to enrolment.

Students who feel that they do have genuinely extenuating circumstances but do not meet all the above conditions, are welcome to discuss their individual circumstances with the *Director of Training*. Some examples of circumstances which will ***not*** be granted an extension include:

- Being Busy
- Changing jobs
- Resigning or termination from the student's job
- Changing or increased work hours
- Moving address
- Course changes due to a regulatory requirement
- Finding the course more challenging or time consuming than the student expected
- Change of mind.

*Students who do not complete within the allocated period of enrolment and who wish to complete their studies, will need to re-enrol and pay the associated fees for the new enrolment.*

## **DISCIPLINE**

Clients attending Betterlink Group's workshops, who disrupt their own learning and/or that of others, due to objectionable, anti-social and/or other counter-productive behaviour, will be counselled by the facilitator. If their behaviour remains counter-productive, they will be precluded from participating in the remainder of the workshop and will forfeit all course fees.

## PLAGIARISM

Cheating is the act of attempting to circumvent the assessment practices in an unethical or illegal manner. **Plagiarism is a form of cheating.** Plagiarism is the practice of claiming or implying original authorship of (or incorporating material from) someone else's written or creative work, in whole or in part, into one's own without adequate acknowledgement. The following list outlines some of the activities considered plagiarism:

- Presenting any work by another individual as one's own intentionally;
- Handing in assessments markedly similar to or copied from another student;
- Presenting the work of another individual or group as their own work; and
- Handing in assessments without the adequate acknowledgement of sources used, **including Assessment answers taken totally or in part from the internet.**

**Cheating and plagiarism are serious acts** and may result in a student being excluded from a unit, module or a course overall. Where a student has any doubts about including the work of other authors in their assessments, they should consult with their facilitator or assessor before handing in their assessment.

### **Plagiarism is considered serious misconduct by the Betterlink Group.**

1. Should an assessor find a plagiarised work they will immediately stop assessing a student's work. The Assessor will immediately notify the student of the plagiarism/suspected plagiarism. The Assessor will then advise the student to amend submission and ensure that all the materials are their own work and that the plagiarism is not tolerated. *This gives the student a chance to change their submitted work into their own words and at the first instance, it is an informal warning.*
2. At the second offence the Assessment immediately stops. The Assessor immediately refers to Director of Training. Director of Training issues a formal warning letter, advising that any further plagiarism will result in immediate cancellation of their enrolment.
3. **If plagiarism is detected after the formal written warning, it is an immediate cancellation of enrolment.** Student will be notified that their enrolment has been cancelled due to serious misconduct. There is no refund of fees for enrolments cancelled due to plagiarism. Where an employer has paid for the enrolment, the employer will be notified of the cancellation and the reason for cancellation with no refund.

## PRIVACY

Client and other confidential records are accessible only to Betterlink Group Directors, Staff and Consultants (on as needed basis) and all electronic records are protected by appropriate security.

Any requested information pertaining to a training participant's personal record for recording, coaching and developmental purposes will be issued by Betterlink Group to the following:

1. The training participant themselves
2. The training participant's employer (where that organisation is paying for the training and assessment services on the training participant's behalf), including but not limited to (at Betterlink Group's discretion):
  - Human Resource and Training Department personnel
  - The training participant's team leader and / or manager

From time to time, samples of evidence produced by training participants may be used for *internal* assessment validation. Betterlink Group's personnel will treat all evidence reviewed for this purpose as private and confidential.

From time to time, samples of evidence produced by training participants may be used for *external* assessment validation. Betterlink Group will seek permission from the training participant before using their evidence for this purpose. Information pertaining to the client / training participant (e.g., contact details, training and assessment record, etc) will only be issued to another party with the written consent of the client/training participant (except as required under the Standards for Registered Training Organisations).

### **Administration, recording and reporting requirements**

Betterlink Group must securely retain - and produce if required at audit - all completed assessment items for each student for a period of six months from the date on which the judgement of competence was made. Betterlink Group may retain your assessment documentation for longer than this period if required to do so (e.g. traineeship contract requirements).

Details of each student's enrolment will be provided to the **National Centre for Vocational Education and Research** (NCVER) on an annual basis per the legislated requirements of Registered Training Organisations. The privacy statement relating to this data is included in our Application for enrolment form and requires agreement and signature from each student on enrolment.

## **ASSESSMENT PROCESS**

Assessment tasks are designed to allow you to demonstrate that you have the skills and knowledge to meet the requirements of a unit of competency. The assessment process will vary depending on your individual circumstances and your assessor. Before the assessment commences, your assessor will:

- Make sure that you know the time, date and venue of the assessment;
- Explain the assessment task fully;
- Make provision for any special support you may need; and

- Organise and arrange all required resources.

On completion of the assessment your assessor will:

*Communicate the outcomes of assessment to you and provide feedback for future performance;*

*Record assessment decisions and complete assessment documentation; and*

*May ask you to acknowledge the assessment task outcomes and feedback by signing and dating assessment documentation.*

### **What is your assessor looking for?**

Your assessor is looking for evidence that you are competent in all the tasks in the unit(s) you are studying. To make a judgement of your competence, your assessor may ask you to:

- Discuss a scenario;
- Carry out a practical task;
- Answer questions in writing or verbally; or
- Undertake some other form of assessment, such as looking at work you have created or a Third-Party Report on your job performance from your workplace supervisor.

To show that you are competent you must be able to demonstrate competency across the five dimensions of competency:

- Task skills: Perform individual tasks to an acceptable level of skill or workplace standards;
- Task management skills: Manage a range of different tasks within the job (multi-tasking);
- Contingency management skills: Respond to contingencies or breakdowns;
- Job/role environment skills: Deal with the responsibilities of the workplace, including working with others; and
- Transfer skills: being able to transfer skills to new situations.

**You will need to show you can do this consistently, over time and in relevant workplace situations and environments.**

### **Workplace requirements**

Evidence for assessment may often be gathered in a workplace. However, this may not always be possible for a number of reasons including:

- You may not yet be employed in a suitable workplace;
- The workplace may not be large enough to support appropriate assessment activities;
- It may be difficult for you to access organisational information or there may be confidentiality issues; or
- It may not be possible to assess some tasks in the workplace; such as tasks around emergency response.

In these situations, scenarios based on typical workplace situations may be provided that can be used with the assessment tasks, if evidence cannot be collected in an actual workplace. Your assessor may:

- Use these scenarios as they are;
- Customise the scenarios to meet workplace needs; or
- Create alternate scenarios based around specific workplace situations.

### What is competency?

To complete assessment tasks satisfactorily you will need to demonstrate competence – but what does this mean? In the Australian vocational education and training system the concept of competence is defined as:

*“The ability to perform tasks and duties to the standard expected in the workplace”.*

Competence involves the application of specific skills, knowledge, and attitudes to the work performance in an industry, an industry sector or an enterprise. **Competence is rarely achieved in a one-off demonstration.** It needs to be developed holistically – that is, bringing a range of skills and knowledge together – and over time in a real or simulated workplace. To achieve competence, you need to demonstrate that you can perform a given task to the standard defined in an endorsed unit of competency.

### Can I adjust the assessment?

It is important that assessment tasks and activities consider the individual needs of each student. Your assessor can consider and implement ‘reasonable adjustments’ for students with particular needs, requirements or preferences. As this process is negotiated, your assessor must also ensure that the integrity of the assessment process is maintained, and all assessment requirements are met by any adjusted assessment approach.

### Third Party Reports

Third-party reports might be used to obtain additional evidence to show that you are competent in a task. These reports could be obtained from your supervisor or a team member that you have worked with. For example, a report may be obtained from your team members to confirm that you can communicate and work with others and that you have done this over a period of time. It is common to use a third party for evidence gathering in cases where workplace evidence is required, but where it is not possible for the Assessor to directly observe the learner at work. The appropriate person to observe or report on a student’s performance is someone in a position to make a valid comment. This is often their direct line manager, or their supervisor.

## Submission of Work

When you submit your work, no matter how much or how little or by what method, please make sure you clearly identify who you are and exactly what you are submitting. It is also a good idea to include your name in the footer of each page where relevant. Please note that this is not required when uploading to the online learning platform.

If you are sending your work by mail, please keep a photocopy or electronic copy of your work as we cannot take any responsibility for lost mail. Electronic submission is preferred.

**Work submitted by students must be original and their own work.** *If work is used from another source this must be acknowledged and referenced appropriately.* If students have worked together on an assessment this should be clearly noted and information provided on the contribution made by each student.

Students must also be mindful of the copyright protection provided by the 1968 Copyright Act. More information on copyright can be obtained from the Australian Copyright Council.

### ***Student work and evidence retention timelines***

Evidence from each student is kept for audit purposes for a maximum period of six months from the completion of their study.

### ***Client Access to Records***

Betterlink Group has a clear and transparent policy regarding client access to Vocational Education and Training (VET) records.

1. If a client requests access to their VET records, an *Information Release Authorisation form* must be completed. These forms can be obtained by emailing a request to [betterlinkadmin@betterlinkgroup.edu.au](mailto:betterlinkadmin@betterlinkgroup.edu.au)
2. Once completed this form is then provided to the Director of Training and Compliance, who will provide access to all electronic and paper-based client records.
3. Clients must allow ten working days for the requested information to be supplied.

### ***Reassessment Procedure***

Remember there is no pass or fail in competency based learning. You will either be deemed **competent** or **not competent** for each unit of competency.

Many students are deemed not competent after submitting assessments and are required to submit more work/evidence to gain competency within a unit. This means the assessor does not have sufficient evidence that meets the principles of assessment to prove that the student has achieved the outcomes required by the unit. Students are given up to four submissions per unit to achieve competency. We recommend submitting all required completed assessments for each unit at one time where possible. If re-assessment sessions are required, your assessor will make the arrangements with you directly.



## APPEALS PROCEDURE

1. If a student is dissatisfied with the assessment process and/or assessment decision, they should in the first instance discuss the decision and options with the Assessor to ascertain and fully understand the reason(s) for the decision, as well as to consider options proposed by the Assessor, such as additional training and/or reassessment.
2. If the matter is not resolved to the student's satisfaction following discussion with the Assessor, then they are to be encouraged (by the Assessor) to express their concerns to the *Director of Training*. If the student chooses to meet with the Director of Training, the Assessor is to brief the Director at the earliest opportunity (same day unless extenuating circumstances preclude), providing the Director with all documents relating to the assessment. The Director is then to arrange a meeting at the earliest opportunity with the student, with a view to making every endeavour to resolve the matter to the satisfaction of both parties. If appropriate, the Director of Training may decide to seek the opinion of another Betterlink Group assessor prior to meeting with the student.
3. Upon a mutually satisfactory resolution of the matter, it is recommended that the Director of Training document the agreement (in writing). The agreement should then be signed by the student and the Assessor and filed with the student's other assessment documentation.
4. If the matter remains unresolved to the student's satisfaction, they are to be invited to ***formally appeal in writing within 10 working days of the decision***, clearly detailing their grounds for appeal. The matter will then be referred to an independent Assessor to:
  - I. Consider all documentation provided;
  - II. Request further information where necessary;
  - III. Ensure that at all times, the principles of assessment were adhered to;
  - IV. Prepare a formal report on the appeal;
  - V. Prepare formal advice to the student; and
  - VI. Forward the formal advice to the student to the *Director of Training* who will file a copy on the *Appeals Register* and forward a copy to the student.
5. Betterlink Group will pay the fees charged by the independent Assessor for their services.
6. If the appeal is upheld, Betterlink Group will follow the recommendations of the independent Assessor. The Director of Training will formally advise the student (in writing) of the action.
7. If the appeal is not upheld, the Director of Training will, where appropriate, counsel the client and/or refer them for remedial training and/or initiate another assessment. The student may, if still dissatisfied, seek recourse to an independent mediator. The *Director of Training* will cooperate fully in any ensuing process and provide the relevant documentation as requested.
8. The final outcome as set down by the independent mediator is to be abided by, by both parties.

9. The outcomes of all appeals are to be reviewed by all Directors as part of its continuous improvement process, to ensure policies and procedures, assessment process and assessment tools are revised where necessary. A *Corrective Action Report* should be completed where any policies and procedures are required to be changed.

## REFUNDS

### **Online Training**

If an online student whose fees are higher than \$1500 cancels or withdraws in writing prior to commencing the second half of their enrolment then no further invoice will be issued. If the second half of enrolment has already been commenced and the second invoice issued, then all monies are still owed to Betterlink Group and **no refund will be issued**.

A full refund will be paid should the student withdraw or cancel in writing *prior to accessing the learning materials or saving any answers in the online learning system and within 7 days of being provided with login details*. Once the online unit materials have been accessed no refund will be payable.

If a student withdraws or cancels their enrolment in a unit of competency 7 days or more after login details have been provided, *without having accessed that unit*, then **a refund will be payable on request for that unit, minus a \$25 administration fee per unit**.

***Students who are on individually negotiated payment plans*** will have all future payment plan instalment invoices cancelled. Prior issued invoices that have been paid will not be refunded.

### **Jobs and Skills WA Funded Traineeship Training**

All State mandatory administration fees must be paid on invoice. For units of competency within the withdrawal period (twenty business days from written notification of commencement) there is a full refund for that unit. There is no refund for any unit which has been commenced and is outside of the withdrawal period.

### **Individual Coaching Model**

Should a student cancel their enrolment, no refund will be payable on invoices issued up to the date that Betterlink Group receives notification of their cancellation in writing. No further invoices will be issued after receiving this notification. Any invoices that have been issued within the last fourteen days but not yet paid at the date of notification of cancellation in writing will be cancelled. Course cancellations must be conveyed in writing to Betterlink Group.

Students have the right to obtain a refund for services that are not provided by the RTO or if the arrangement is terminated early by the RTO, or the RTO fails to provide the agreed services.

## GRIEVANCES

Betterlink Group is committed to providing students with training of the highest possible quality. However, from time to time, students may raise concerns, complaints or grievances about matters or issues relating to their experiences with Betterlink Group. Procedures have been designed to ensure that throughout Betterlink Group there is a transparent process for ensuring student complaints and grievances are dealt with fairly, consistently and promptly.

### ***Principles***

The student grievance resolution procedures of Betterlink Group are based on the following principles:

- That the procedures used to review and resolve complaints or grievances are fair and must be seen to be fair;
- Confidentiality will be respected for all parties, unless the use of the information is authorised by law;
- That staff involved in resolving complaints or grievances will act fairly at all times and ensure that conclusions will be based on a fair hearing of each point of view;
- There will be no reprisals or any disadvantage arising as a result of a student making a complaint or grievance in good faith;
- That complaints or grievances are handled in a timely manner with achievable deadlines specified for each stage in the resolution process;
- Any student who makes a complaint or grievance and any staff member or student on whom the complaint or grievance has a direct impact, is regularly informed of the progress of the matter;
- Where the complainant is not satisfied with the outcome proposed by the decision-maker, the student is entitled to seek a review, either on procedural or substantive grounds, from a higher internal body or an appropriate external agency.

### ***Grounds for complaint or grievance***

Without limiting the circumstances which may give rise to a complaint or grievance, a student has valid grounds for making a complaint or grievance or lodging an appeal against a decision made in relation to a complaint or grievance, where the student considers they have been adversely affected by one or more of the following:

- Improper, irregular or negligent conduct by a Betterlink Group staff member.
- Failure by a Betterlink Group staff member to act fairly.
- A decision that has been made without sufficient consideration to facts, evidence or circumstances of specific relevance to the student.
- Failure by Betterlink Group to make a decision within a timely manner.
- A penalty that, where applied, is or would be too harsh.

## ***Procedures for the handling and resolution of complaints and grievances***

When a student has a complaint about any of the matters listed above, they should be encouraged to first discuss the matter with the person concerned. If the student has concerns about raising the matter with this person, then they should discuss it with the Director of Training, or the Chief Executive Officer (CEO) as relevant. Betterlink Group expects that in most cases the discussion of the concern or complaint with the relevant staff member will result in a prompt resolution of the matter which both parties will find acceptable. If this informal approach to dealing with the student's concerns does not lead to an acceptable resolution then the student should pursue the more formal process for resolution of the matter as set out below.

If the student decides to lodge a formal grievance, ***they must do so in writing to the Directors.***

A staff member who has received a grievance will acknowledge receipt of the written grievance in writing within 5 working days from its receipt and indicate when a resolution of the matter can be expected. The staff member will independently review the grievance and attempt to find a resolution of the problem.

If the staff member has or perceives there to be a conflict of interest in their handling of the grievance, the staff member will refer the matter for investigation to another staff member who is eligible and qualified to handle the matter, and the student is to be notified of the referral of the grievance to another staff member.

If the grievance is found to be frivolous or vexatious or no grounds or evidence can be found for it, the staff member investigating the matter will not offer any resolution of the grievance. The staff member investigating the grievance must keep formal records of the actions taken and notify the student in writing of the outcome of the grievance process and document the reasons that resolution was or was not achieved, as the case may be.

### ***Indicative timelines for resolution of grievances and appeals***

Action	Responsible	Timeline
Making a complaint	Client	Lodge complaint within 10 working days of the event which is the focus of the complaint
Acknowledgement of the receipt of the complaint	Director or CEO	Within 5 working days of receipt

Notification of the resolution	CEO or director	Dependent on the case but in a timely manner – no more than 10 working days after the commencement of the investigation
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### External avenues of grievances or appeals

In addition to these internal procedures' students have the right to lodge grievances with an appropriate external body. This includes the Human Rights and Equal Opportunity Commission, or the State Equal Opportunity Commission (in relation to discrimination and sexual harassment), the State and Commonwealth Ombudsman's Office (in relation to the application of policies and procedures and administrative processes), and the Commonwealth Department of Employment.

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#### Feedback

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