



Building and Construction Training Australia

RTO No 22597

Student Handbook

Welcome to BCTA

BCTA would like to extend our warmest welcome to you. We trust that you will enjoy your study at our College. We hope you find this guide helpful and informative. If you need any further information, please feel free to ask one of the friendly BCTA staff members.

Orientation Program

Your first day at BCTA will be spent getting to know all about the College, its facilities, meeting coordinators and teachers, asking questions about your course.

It is important that you attend the Orientation program as many things are covered in this one short day.

- Welcome by the Trainer
- Updating of personal details and another student information
- Requirements of BCTA
- Orientation information
- Introduction to the classroom teachers and students
- Attendance/course progress requirements
- Subject pre-requisites and pathways
- Student card
- Training Plans
- Learning modes (class, blended, online)

Campus Facilities

Head Office Location

BCTA is located at
Unit 14/151-159 Princes Highway, Hallam VIC 3803

Our contact details are as follows Telephone: 1300 11 2282
Email: enquiries@bcta.vic.edu.au
Web: www.bcta.vic.edu.au

Student Administration and Support Services

Student administration is your first point of contact for any queries. Student Administrations' contact details are:
Telephone: 1300 11 2282
Email: enquiries@bcta.vic.edu.au

Our Courses

BCTA offers the following qualifications:

- 22614VIC Certificate II in Building and Construction (Pre-Apprenticeship)
- CPC30220 Certificate III in Carpentry
- RII30820 Certificate III in Civil Construction Plant Operations
- SIT40721 Certificate IV in Patisserie
- CPC40120 Certificate IV in Building and Construction
- CPC50220 Diploma of Building and Construction (Building)

Detailed information of the course is available on the course brochures/BCTA website.

Studying at BCTA

Course Delivery

This course is conducted at various locations across Victoria. Please contact us to find out the close's location to you.

Course Assessment

A number of approaches to course assessment are used by BCTA. Assessment approaches may be undertaken by practical demonstrations, case studies, projects, assignments, presentations, role plays, written tests, and exams.

Plagiarism

Acts of plagiarism, collusion and cheating are not permitted in any work completed for assessment and will result in a written warning and repeating the VET unit of competency, as well as incurring any associated charges. If a student is caught engaging in these acts a second time, they may be suspended or expelled from the course. All works submitted must be competent.

USI - Unique Student Identifier

All students undertaking vocational education and training must hold a Unique Student Identifier (USI) and provide it to BCTA during the enrolment process. If students do not provide a USI, BCTA will be unable to issue a Certificate, Statement of Attainment or Transcript for the training. For details on USI, visit www.usi.gov.au.

Recognition of AQF Qualifications

Students who have completed identical units from their course at other institutions will be given recognition/credit on presentation of a verified transcript, Award or Statement of Attainment. Application for credit transfer must be lodged in writing.

Recognition of Prior Learning (RPL)

Students who believe they already have some of the competencies in the course they wish to study may apply for Recognition of Prior Learning (RPL). An essential requirement of RPL is proof of competency. This may involve providing copies of your resume and/or work performance appraisals, job position descriptions, and any certificates of informal or formal training. You may be asked for contact details of people who can vouch for your

skill level: supervisors from current or previous workplaces or clients. Examples of other useful records include letters from employers and records of your professional development sessions.
To apply for RPL, obtain an application form from administration.

Our Obligation to You

BCTA is responsible for the quality of the training and assessment in compliance with the Standards for RTOs 2015 by ASQA, and for the issuance of the AQF certification documentation. This means that we are obligated to deliver and assess students in accordance with the course requirements and to issue appropriate credentials to students who have met the assessment requirements and have been assessed as competent in any units of competency.

Use of personal information

Except as required under the Standards for RTOs 2015 by ASQA, Government Contracts or by law, information about a student will not be disclosed to a third party without the written consent of the participant.

Students wishing to access their personal records should contact the Training & Administration Coordinator either verbally or in writing. A suitable time to view their file and access will only be granted once a student's identification is confirmed and validated by the Training & Administration Coordinator.

Information that may be accessed includes progress, personal details, and any relevant details of the student's enrolment that the RTO has collected.

Student Support Services

Being a student is exciting, but it can also be challenging. All staff can be approached to gain advice on academic and personal issues. Staff at BCTA will offer professional and confidential advice in areas where they can help and will ensure that all efforts are taken to ensure a positive learning experience is achieved.

If you have any issues, you should contact student administration on the details listed on the first page of this handbook. The teaching staff and administrative staff of BCTA are available to you to get help while studying one of our courses.

They can provide general advice and assistance with matters such as:

- Studying,
- Homework
- English language problems
- Mentoring
- Information about future careers and pathways to further study
- Students requiring special or intensive assistance must contact the operations Coordinator who may refer them to external support services if required.
- Student Files -You can access your student file any time you wish. You must inform the Administrative Staff that you would like to look at your file. You have to have a member of staff present – preferably the Administration Officer – and you cannot take the file off campus under any circumstances. Because of the Australian Privacy Legislation (Commonwealth Privacy Act) nobody can look at another student's file.

External Support Services

For students requiring additional support with their studies, work or life, the RTO provides the following referrals to community organisations who may be able to assist you. Please note that some of these services may attract a fee which is payable by you (student). In the first instance you are encouraged to contact our office on Phone: 1300 11 22 82 for advice and/or referral to appropriate support services.

Reading and Writing Hotline

Telephone: 1300 655 506 Website:

<http://www.literacyline.edu.au/index.html>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

Centrelink

Telephone: 131021

Website: www.centrelink.gov.au

If you are completing a full-time course, you may be eligible for benefits through Centrelink.

Australian Apprenticeship Centres (AAC)

Telephone: 1800 639 629

Website: <http://australianapprenticeships.gov.au>

Australian Apprenticeship Centres handle all matters related to traineeships and apprenticeships. If you are a trainee or apprentice, some language, literacy, and numeracy courses attract government subsidies. Talk to your AAC about this now.

The Victorian Equal Opportunity & Human Rights Commission

Telephone: (03) 9281 7100 Website: <http://www.equalopportunitycommission.vic.gov.au/home.asp>

The Commission can resolve individual complaints about discrimination, sexual harassment, and racial and religious vilification by offering a conciliation process that is confidential, impartial, free, and simple.

Legal Aid Victoria

Telephone: 1800 677 402

Website: <http://www.legalaid.vic.gov.au>

Legal Aid Victoria helps people with their legal problems and focuses on helping and protecting the rights of socially and economically disadvantaged Victorians. It can aid in the areas of criminal law, family law and some civil law matters. Legal representation is subject to policy guidelines and means tests in most cases. They have lawyers in offices in most major metropolitan and country regions.

Disability Rights Victoria

Telephone: 1800 462 480

Disability Rights Victoria is an advocacy organisation directed by people with a disability. They work with and on behalf of adults with a disability. They provide individual advocacy, information, and support to people with a disability via our network of advocates located across Victoria. This support may include making representation on behalf of individuals with a disability, helping individuals to advocate for themselves or helping others to advocate for them.

Lifeline

Telephone: 13 11 14

Anyone can call Lifeline and the service offers a counselling service that respects everyone's right to be heard, understood, and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

Kids Help Line

Telephone: 1800 55 1800

Website: www.kidshelpline.com.au

If you're under 18 years of age you may consider contacting the Kids Help Line, who provide access to telephone, web, and email counselling.

Fair Work Australia

Telephone: 1300 799 675

Website: www.fwa.gov.au/index.cfm

Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

Reach Out

Website: www.reachout.com.au

Reach Out is a web-based service that inspires young people to help themselves through tough times and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support, and referrals in ways they know work for young people.

Complaints and Appeals

This policy/procedure supports BCTA to provide a process for complaints and appeals to be heard and actioned. This includes any allegations involving the conduct of

- the BCTA, its trainers, assessors or other staff.
- a third-party providing services on the BCTA's behalf, its trainers, assessors or other staff; or
- a learner of the BCTA

All complaints and appeals received by Building and Construction Training Australia (BCTA) will be viewed as an opportunity for improvement.

Despite all efforts of Building and Construction Training Australia (BCTA) to provide satisfactory services to its students and clients, complaints may occasionally arise that require formal resolution. The following procedures provide students and clients the opportunity to have any issues relating to a substantiated complaint or appeal resolved and resolutions reached that attempt to satisfy all parties involved. This complaints and appeals process will be at no cost to the student or client (unless referred to a third party; see procedure for more details).

The complaints and appeals policy and procedure and applicable form is made available to all students, potential students, and clients by directly contacting the RTO, through the RTO's website, and within the student information handbook.

General Complaints

Where possible all non-formal attempts shall be made to resolve the issue. This may include advice, discussions, and general mediation in relation to the issue and the complainant's issue. Any staff member can be involved in this informal process to resolve issues but once a complainant has placed a formal complaint / appeal the following procedures must be followed:

- Any student, potential student, or third party may submit a formal complaint to Building and Construction Training Australia with the reasonable expectation that all complaints will be treated with integrity and privacy. There is no cost for accessing the internal complaints and appeals process.
- Complainants have the right to access advice and support from independent external agencies / persons at any point of the complaint and appeals process. Use of external services will be at the complainant's costs unless authorised by the CEO.
- Any person wishing to submit a formal complaint or appeal can do so by completing the 'Complaints and Appeals Form' and state their case providing as many details as possible. This form can be obtained by contacting Student Administration at the RTO.
- All formally submitted complaints or appeals are submitted to the Student Administration. Complaints are to include the following information:
 - Submission date of complaint
 - Name of complainant.
 - Nature of complaint.
 - Date of the event which lead to the complaint.
 - Attachments (if applicable)
- Once a formal complaint is received it is to be entered into the 'Complaints and Appeals Register' which is monitored by the CEO regularly. The information to be contained and updated within the register is as follows:
 - Submission date of complaint
 - Name of complainant
 - Description of complaint / appeal
 - Determined Resolution
 - Date of Resolution
- A complainant may be assisted or accompanied by a support person regardless of the nature of the issue or complaint throughout the process at all times.
- The Administration Officer shall then refer the matter to the appropriate staff to resolve or make a decision on the complaint within 10 working days and keep the complainant informed of any decisions or outcomes concluded, or processes in place to deal with the complaint. In the unlikely event that the complaint is not finalised within 60 calendar days, the RTO shall ensure that the complainant shall be provided with reasons for the delay and will be regularly kept informed and updated of the progress of the matter.
- Once a decision has been reached the Administration Officer shall be required to inform all parties involved of any decisions or outcomes that are concluded in writing. Within the notification of the outcome of the formal complaint the complainant shall also be notified that they have the right of appeal. To appeal a decision the RTO must receive, in writing, grounds of the appeal. Complainants are referred to the appeals procedure.
- The Administration Officer shall ensure that the RTO will act immediately on any substantiated complaint. If the internal or any external complaint handling or appeal process results in a decision that supports the complainant, the registered provider must. Immediately implement any decision and/or corrective and preventative action that is required and advise the complainant of the outcome.
- Copies of all documentation, outcomes and further action required will be placed into the Complaints and Appeals Register' by Student Administration and on the student's file / complainant's file.

Appealing a Decision

- All complainants have the right to appeal decisions made by Building and Construction Training Australia where reasonable grounds can be established. The areas in which a complainant may appeal a decision made by Building and Construction Training Australia may include:
 - Assessments conducted.
 - Deferral, suspension, or cancellation decisions made in relation to the student's enrolment.
 - Or any other conclusion / decision that is made after a complaint has been dealt with by Building and Construction Training Australia in the first instance.
- To activate the appeals, process the complainant is to complete a 'Complaints and Appeals Form' which is to include a summary of the grounds the appeal is based upon. The reason the complainant feels the decision is unfair is to be clearly explained and help and support with this process can be gained from Student Administration Department.
- The Administration Officer shall then determine the validity of the appeal and organise a meeting with all parties involved in the matter and attempt to seek a resolution where appropriate.
- The process for all formally lodged appeals will begin within 10 working days of the appeal being lodged.
- The Administration Officer shall ensure that Building and Construction Training Australia acts on any substantiated appeal.
- Where an appeal has been lodged it will be defined into one of the following categories and the appropriate procedures followed:

General appeals

- Where a complainant has appealed a decision or outcome of a formal complaint, they are required to notify Building and Construction Training Australia in writing within 20 working days of the grounds of their appeal. Any supporting documentation should also be attached to the appeal.
- The appeal shall be lodged through Student Administration, and they shall ensure the details of the appeal are added to the 'Complaints and Appeals Register'.
- The Administration Officer shall be notified and shall seek details regarding the initial documentation of the complaint and shall decide based on the grounds of the appeal.
- The complainant shall be notified in writing of the outcome with reasons for the decisions, and the 'Complaints and Appeals Register' updated. The complainant shall also be provided with the option of activating the external appeals process if they are not satisfied with the outcome. The complainant is required to notify Building and Construction Training Australia if they wish to proceed with the external appeals process.

Assessment appeals

- Where a student wishes to appeal an assessment, they are required to notify their Trainer & Assessor in the first instance. Where appropriate the Trainer & Assessor may decide to reassess the student to ensure a fair and equitable decision is made. The Trainer & Assessor shall complete a written report regarding the re-assessment outlining the reasons why assessment was or was not granted.
- If this is still not to the student's satisfaction, the student shall formally lodge an appeal by submitting a written letter outlining their reasons for the appeal. They shall lodge this with student administrations department and the appeal shall be entered into the 'Complaints and Appeals Register.'
- The Administration Officer shall be notified and shall seek details from the Trainer & Assessor involved and any other relevant parties. A decision shall be made regarding the appeal either indicating the assessment decision stands or details of a possible reassessment by a 'third party'. The third party shall be another Trainer & Assessor appointed by Building and Construction Training Australia.
- The student shall be notified in writing of the outcome with reasons for the decision, and the 'Complaints and Appeals Register' updated. The student shall also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The student is required to notify Building and

Construction Training Australia if they wish to proceed with the external appeals process.

External Appeals and Further Information:

External Appeals:

In addition to the above internal processes, if students enrolled with Building and Construction Training Australia are still dissatisfied with the decision of BCTA, they may wish to seek legal advice or submit an application with an external dispute resolution process by a relevant body appointed for this purpose (See below for contact details).

Where BCTA is informed that the student has accessed external appeals processes:

- BCTA will maintain a student’s enrolment until the external appeal process is finalised.
- BCTA will comply with the findings of the external appeals process.
- Where a decision or outcome is in favour of the complainant Building and Construction Training Australia (BCTA) shall follow the required action and recommendation from the relevant external appeals organisation to satisfy the student’s grievance as soon as practicable.
The decision of the independent mediator is final and any further action the student wishes to take is outside BCTA’s policies and procedures. The student shall be referred to the appropriate government agencies and this information can be gained from the CEO.
- All records and correspondence in relation to an external appeal shall be maintained with the initial complaint and internal appeal documentation within the ‘complaints and appeals register’ and the student file for a minimum of 5 years.

The Dispute Settlement Centre of Victoria (DSCV) is a free dispute resolution and mediation service funded by the Victorian Government and may be able to assist resolve any outstanding complaint or issue with the complaint handling process. Further details are below:

Organisation:	Disputes Settlement Centre of Victoria (http://www.disputes.vic.gov.au/)
Contact Number:	1300 372 888

Further information

If, after BCTA’s internal complaints and appeals processes have been completed, you still believe BCTA is breaching or has breached its legal requirements, you can submit a complaint to the ASQA. See <https://www.asqa.gov.au/students/complaints>

Code of Practice

This Code of Practice requires BCTA to implement policies and management practices that maintain high professional standards in the delivery of education and training services, and which safeguard the educational interests and welfare of staff and students.

Administration and Management:

BCTA will meet the following minimum administrative and management standards.

- Ensure a person or persons with relevant qualifications and experience will undertake responsibility for the management and coordination of training delivery, assessment, verification, staff selection and professional development of the Registered Training Organisation.
- Maintain adequate and appropriate insurance including public liability, and Work Cover.
- Advise the Registering Authority in writing within 10 working days of any change to the information contained in its Registration/Endorsement Application.
- Allow the Registering Authority or its agent's access to training records, delivery locations and staff for the purpose of auditing performance or verifying compliance with the Conditions of Registration/Endorsement.
- Pay the Registering Authority all registration fees within 30 days of these fees being due and payable to maintain the currency of registration.
- Maintain systems for recording student enrolments, attendance, completion, assessment outcomes (including Recognition of Prior Learning), results, qualifications issued, grievances and the archiving of records.
- Treat all personal records of clients with the strictest confidentiality.
- Provide for staff and students to be able to access their own records.

Course delivery

BCTA will:

- Provide an orientation program containing information about the course curriculum, program of study and availability of learning resources, prior to course commencement.
- Ensure that a current copy of the accredited course curriculum is available to staff and students.
- Ensure that training and assessment occur in accordance with the requirements of the accredited course.
- Ensure that National guidelines are followed when customizing courses to meet the needs of particular clients.
- Obtain written permission from course copyright owners prior to course delivery to use and, if required, customize courses.
- Ensure that all courses in the Scope of Registration remain accredited.

Staff

Training and assessment are delivered by trainers and assessors who have:

- Vocational competencies at least to the level being delivered and assessed.
- Current industry skills directly relevant to the training and assessment being provided; and
- Current knowledge and skills in vocational training and learning that informs their training and assessment.
- Industry experts may also be involved in the assessment judgement, working alongside the trainer and/or assessor to conduct the assessment.

As of 30 June 2019, your trainers and assessors must hold:

- TAE40116 Certificate IV in Training and Assessment or its successor or
- TAE40110 Certificate IV in Training and Assessment plus the following units:
 - TAEELN411 (or its successor) or TAEELN401A, and
 - TAEASS502 (or its successor) or TAEASS502A or TAEASS502B or
- A diploma or higher-level qualification in adult education.

Training environment

BCTA will meet the following minimum training environment standards:

- Comply with all laws relevant to the operation of training premises including occupational health and safety, equal opportunity, anti-harassment, privacy, and fire safety regulations.
- Ensure that training premises are of adequate size and have adequate heating, cooling, lighting, and ventilation.
- Ensure that training facilities, equipment and other resource materials are adequate for the Scope of Registration and are maintained in good order and repair.

Awards, Record of Results and Statements of Attainment

Awards and Statements of Attainment will be issued to students who satisfactorily complete courses or units within the Scope of Registration in the form of certificates containing the following information:

- name and registered number of the provider as shown on the Certificate of Registration
- name of the person receiving the qualification
- name of the course or units as shown on the Scope of Registration
- a certificate number.
- the Nationally Recognised Training Logo
- the appropriate Australian Qualifications Framework statement
- identification of the recognition authority
- date issued.
- authorised signatory of BCTA
- unique watermark/seal

BCTA will identify units of competency achieved on any certification issued in relation to courses based on national competency standards.

BCTA College will accept and mutually recognize the qualifications Record of Results and Statements of Attainment awarded by any other registered training organisation.

Access and Equity

All BCTA staff will adhere to the principles and practices of equity in education and training; they will treat every student fairly and without discrimination. BCTA has procedures in place to ensure any student concerns are dealt with immediately and appropriately.

BCTA acknowledges its legal obligations under State and Federal equal opportunity law, including:

- The Human Rights Commission Act 1986 (Cth)
- The Age Discrimination Act 2004 (Cth)

- The Disability Discrimination Act 1992 (Cth)
- The Racial Discrimination Act 1975 (Cth)
- The Sex Discrimination Act 1984 (Cth)
- The Privacy Act 1998 (Cth)

All legislation can be accessed at: www.comlaw.gov.au

BCTA fosters equality and access in a training environment that is fair and conducive to learning at all levels. Our training services are available to all students regardless of ethnicity, gender, age, marital status, sexual orientation, physical or intellectual impairment.

All BCTA staff are required to have an awareness and understanding of access and equity issues and are required to demonstrate access and equity principles in all dealings with students and other staff. If you believe you have been treated unfairly by a staff member of BCTA, please contact student administration.

Occupational Health and Safety

BCTA complies with all relevant Occupational Health and Safety legislation. Trainers will actively take steps to identify hazards that could cause harm to students in the learning environment. Where possible, the trainers will take action to remove or control these hazards and will report the hazard to the appropriate on-site personnel.

Where practicable, students must take responsibility for their own health and safety and that of their fellow students. This means students must follow all safety rules, procedures and the instructions of their trainer while attending a training session.

Fees and Charges

Information about fees and charges

BCTA protects the fees that are paid in advance by students.

- BCTA does not require a student to ever pay more than \$1500 in advance for services not yet provided, either prior to course commencement or at any stage during their course. Fees will be paid off during the course in instalments according to a set payment plan.

Fee information relevant to a course is outlined in detail on the statement of fees as well as BCTA's website.

Fee information includes:

- All costs for the course including any materials fees or levies
- Payment terms
- Fees for Skills First programs in line with the Department's Guideline about Fees.

Students have the right to a 'cooling off period' if they signed up to a course as a result of tele-marketing or door-to-door sales. The cooling off period is 7 days from the date they signed their Agreement. To exercise this right, the student must notify our office in writing within 7 days of enrolment.

Fees and charges for Skills First students

Tuition Fees

Tuition Fees for Skills First government-funded students are set in accordance with the Guidelines about Fees issued by the Department each year. Tuition fees will be based on a set rate per nominal hour in a student's course. Tuition fees may or may not be applicable to a course.

Tuition Fees will not be charged for any units that have a Credit applied.

For some courses, a Materials Fee applies which is additional to the Tuition Fees. Students cannot receive their text books and materials until this is paid. Students can also buy material or text books from outside. The published Tuition Fees for Skills First students are subject to change given individual circumstances at enrolment.

Concessions

To be eligible for concession rates, the student must, on the date of enrolment:

- Be a holder of a current Commonwealth Health Care Card or a spouse or be a dependent child of a card holder
- Be a holder of a Pensioner Concession Card or be a spouse of, or a dependent child of a card holder
- Be a holder of a Veterans Gold Card
- A copy of the card must be provided to our office prior to the commencement of training.
- Concession fees will be 20% of the normal Tuition Fee.
- Concession rates are only applied to Tuition Fees and do not apply to other fees such as materials fees.
- Concession fees also apply to any Skills First student enrolled under the Asylum Seeker VET Program.

Concession fees will also apply to students who are Aboriginal or Torres Strait Islander and students that enrol under the Asylum Seeker VET program, enrolling at any level course.

Job Service agencies referring Job Seekers to participate in a Skills First course with BCTA will be required to pay the difference between the normal Tuition Fee and the Concession Fee if the Job Seeker is eligible for concession.

Fee Waivers

Tuition Fee waivers will be granted to the following individuals, meaning that no Tuition Fees need to be paid for these students:

- A student who is from the Lazarus Transition Centre (as a prisoner within the meaning of the Corrections Act 1986).
- A student who is required to undertake the course pursuant to a community based order made under the Children, Youth and Families Act 2005.
- A student who is referred with a standard Young People Transitioning from Care Referral Form.

Tuition fee waivers as outlined above will only be granted where BCTA is provided with the appropriate evidence as required by the Department.

Statement of Fees

All Skills First students will receive a Statement of Fees at enrolment which is an individualised quote for the course they are enrolling in. This will include:

- the code, title and currency of the program
- the total cost to them for their program, taking into account any Fee Concession or Fee Waiver entitlement
- the approximate value of the government contribution expressed in dollars, and
- any other applicable fees, such as student services, amenities, goods or materials

Refund Policy

Refunds for fee-for-service students

- A full refund of any fees paid (including the deposit) will apply where a student withdraws or cancels their course in writing within the cooling off period. The cooling off period is 7 days and applies from the date of first enrolment or sign-up.
- A full refund of any fees paid (including the deposit) will apply if BCTA is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.

In the unlikely event that BCTA or any third parties responsible for delivering training and assessment on its behalf, is unable to deliver the course or any portion of the course as promised, the student will be issued with a refund for the course or portion of course that was not provided. This includes the following situations:

- Where BCTA or any third parties delivering training and assessment on its behalf ceases to operate.
- Where BCTA ceases to deliver the course in which a student is enrolled, and the agreement is terminated.
- Where BCTA needs to make a change to the terms of the student agreement (such as the way the course is delivered or conditions of enrolment) and a new agreement cannot be reached with the student to account for changes.

In any of the above situations, BCTA will automatically conduct a refund assessment of all affected students and issue the refunds due accordingly. In these cases, there is no need for a student to make an individual application for a refund. Refunds will be issued within 28 business days.

Students who withdraw from a course may seek a refund or a reduction in fees owing by making an application for a refund in writing using the *Application for Refund Form*. The application must include the details and reason for the request. Students who have not completed a Withdrawal Form are not eligible for consideration of a refund or reduction in fees.

The refund assessment will be based on reviewing the services provided to the student and the costs incurred by BCTA to provide those services.

The outcome of the refund assessment will be provided in writing to the student's registered address within 28 business days, outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed following our *Complaints and Appeals Policy and Procedure*.

A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the student to a refund.

RPL application fees are non-refundable.

Refunds for Skills First students (if applicable)

A full refund will be granted for Skills First students if they cancel their enrolment at least 14 days prior to their course commencing. The cancellation must be notified in writing to our head office.

A full refund will also apply if BCTA is required to cancel a course due to insufficient numbers or other unforeseen circumstances.

Skills First students who withdraw from a course and wish to seek a refund must request this in writing using the *Application for Refund Form*. Students who have not completed a Withdrawal Form are not eligible for consideration of a refund. A refund will apply for the Tuition Fees paid for any units that have not been commenced.

Refunds will not be provided for materials fees if the student has received any or all course materials. The outcome of the refund assessment will be provided in writing to the student's registered address, within 28 business days outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed following our *Complaints and Appeals Policy and Procedure*.

General Information

Contact Details

The College will require your current contact details. If you have plans to change any contact details, you must inform BCTA in writing within 7 days of your change of address. It is your responsibility to maintain current contact details with the College.

Dress Code

All staff and students are required to dress in an appropriate manner. Clothing must be clean and well maintained. For Health and Safety reasons students must wear shoes at all times. Thongs are not permitted.

Mobile Phones

Mobile phones are to be turned off at all times in classrooms. Mobiles may be used in the common areas and during breaks.

Valuables

Please be very careful with your possessions and do not leave items unattended.

Keep your bags with you when moving from room to room, particularly during breaks.

Please do not carry large amounts of cash. Always be careful with purses, wallets, cash, and credit cards. **BCTA does not accept responsibility for any lost or stolen item.**

Counselling

Staff members at BCTA are available to help you out with academic or personal problems. Professional counselling can be arranged by appointment when required.

Smoking

Smoking is not permitted in public places. BCTA also has a non-smoking policy and smoking is prohibited anywhere in the building, including toilets.

Public Holidays

There are several national and state public holidays. During these day's government departments, banks, businesses, and some leisure centres may not be open:

New Year's Day	1st January (if New Year's Day falls on a Saturday or Sunday, the public holiday will be on the following Monday)
Australia Day	26th January (if Australia Day falls on a Saturday or Sunday, the public holiday will be on the following Monday)
Labour Day	2nd Monday in March
Good Friday	Different every year
Saturday before Easter Sunday	Different every year
Easter Sunday	Different every year
Easter Monday	Different every year
Anzac Day	25th April
King's Birthday	2nd Monday in June
Friday before the AFL Grand Final	Last Friday in September(AFL Schedule)
Melbourne Cup Day	1st Tuesday in November
Christmas Day	25th December (if Christmas Day falls on a Saturday or Sunday, the public holiday will be on the following Monday)
Boxing Day	26th December (if Boxing Day falls on a Saturday or Sunday, the public holiday will be on the following Monday)