

Ballistic Training Solutions

**Student Handbook
V8.0 November 2020**

Ballistic
training solutionsTM



This Student Handbook
has been prepared for the students of:

Ballistic Training Solutions PTY LTD

ABN. 30 156 084 481

ACN. 156 084 481

RTO License: 41097

Corporate Office Address

7/2-6 Exeter Way Caloundra West QLD 4551

Postal Address

PO Box 7502 Sippy Downs QLD 4556

Phone : 1300 738 098

Email : info@ballistic.edu.au

Web: www.ballistic.edu.au

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INTRODUCTION

Message from the CEO

As CEO of this organisation, I can assure Students that I will fully support the implementation of all quality, management and operational functions articulated in this Student handbook I welcome your input and advice to ensure myself and the Ballistic Training team adhere to our underlying philosophy of continuous quality improvement in all aspects of Ballistic Training Solutions' operations.

This Student handbook provides the direction that informs and guides Ballistic Training Solutions towards the provision of best practice in training development, management and service delivery. For Ballistic Training Solutions, it will facilitate compliance with the standards regulated by the Australian Skills Quality Authority. For clients of Ballistic Training, it will ensure that their investment in training provides the best possible training experience and outcomes.

Best Regards,
Peter

Context

Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers according to the **Standards for Registered Training Organisations 2015 (SNRs)** to ensure nationally approved quality standards for training are met. The focus of these standards is the demonstration of preparedness of registered training organisations to deliver quality training and assessment services and focus on continuous improvement.

Services

All programs offered by Ballistic Training Solutions are aligned to the BSB Business Services Training Package, AVI Aviation Training Package, AMP Australian Meat Processing Training Package, CHC Community Services Training Package and AHC Agriculture, Horticulture and Conservation and Land Management Training Package, PMA Chemical, Hydrocarbons and Refining Training Package, SIT Tourism, Travel and Hospitality Training Package, for quality assurance and best practice. Currently Ballistic Training Solutions is able to offer Students accredited training in the following:

Qualifications:

- BSB51315 Diploma of Work Health and Safety
- BSB51319 Diploma of Work Health and Safety
- BSB50215 Diploma of Business
- BSB51918 Diploma of Leadership and Management
- BSB42015 Certificate IV in Leadership and Management
- BSB41415 Certificate IV in Work Health and Safety
- BSB41419 Certificate IV in Work Health and Safety
- BSB30175 Certificate III in Work Health and Safety
- BSB30115 Certificate III in Business
- BSB30415 Certificate III in Business Administration
- AHC10116 Certificate I in Conservation and Land Management
- AHC21016 Certificate II in Conservation and Land Management
- AHC31416 Certificate III in Conservation and Land Management
- AHC51116 Diploma of Conservation and Land Management
- AHC30318 Certificate III in Rural and Environmental Pest Management

Units of competency:

- AHCMOM217 Operate quad bikes
- AHCPMG311 Use firearms for pest control activities from aircraft
- AVIO2001 Use firearms on an aerodrome to control wildlife hazards
- AHCPMG304 Use firearms to humanely destroy animals
- AMPG306 Use firearms to harvest wild game
- HLTAID001 Provide cardiopulmonary resuscitation
- PUAFIR209B Work safely around aircraft
- RIIWHS204D Work safely at heights

Accredited Courses:

- 10618NAT Course in firearms safety (approved for firearms licensing in Queensland)

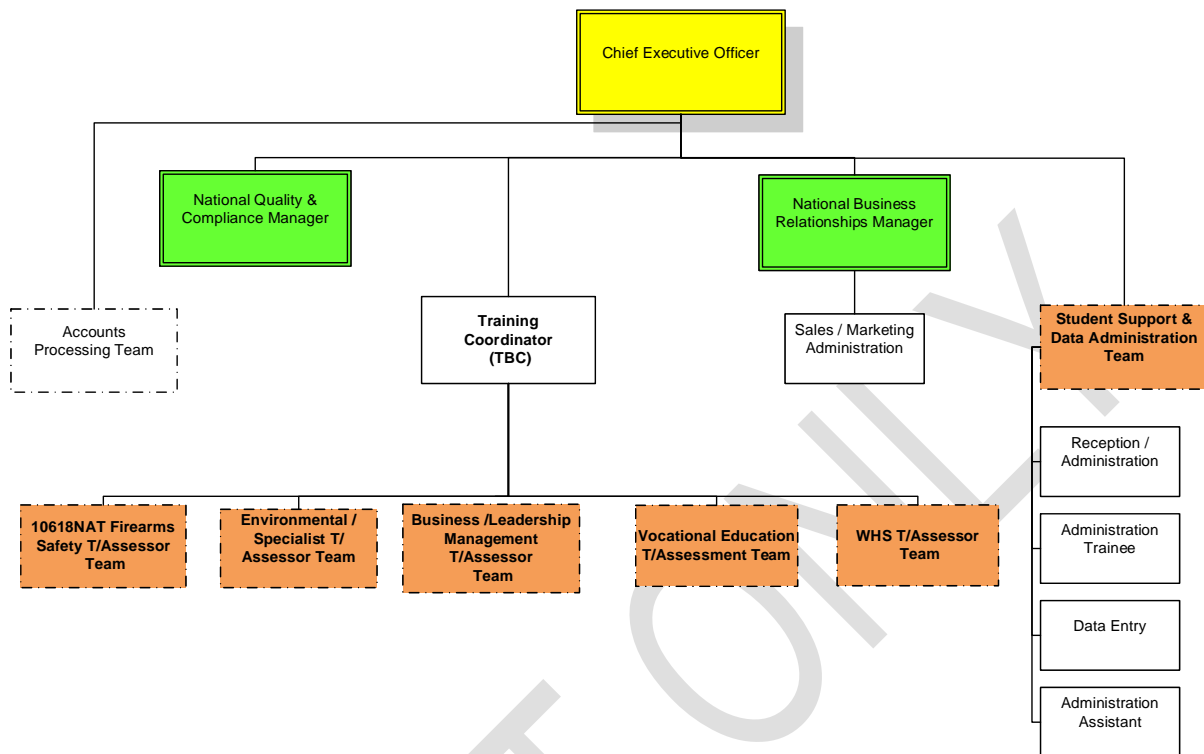
Ballistic Training Solutions recognises the importance and benefits of combining industry experience with tertiary education when striving to deliver programs of highest quality and relevance to the client. All trainers and assessors employed or contracted by Ballistic Training have demonstrated significant industry experience in addition to obtaining tertiary qualifications, allowing them to provide a professional, well rounded learning environment for participants. Staff are equipped with the skills to ensure their teaching methods are suitable for all participants, utilising simple language where appropriate to communicate information most effectively. Ballistic Training Solutions strictly adheres to the SNR to continue delivering training services of the highest quality to their clients.

The CEO recognises that opportunities for improvement arise in every aspect of business and has developed an organisational culture within Ballistic Training Solutions to capitalise on these opportunities for improved practice. Ballistic Training Solutions supplies feedback forms to all Students at the end of each program, as participant feedback has been identified as an important and valuable factor in monitoring and developing business practices and quality training and ensuring the ever-changing needs and expectations of clients are being met. The CEO also welcomes feedback from other improvement opportunities such as risk assessment, Student suggestions, complaints and appeals, validation sessions and audit reports.

As a Student with Ballistic Training Solutions, your feedback is critical to our continuous improvement policy. Along with the formal feedback mentioned earlier, Students are encouraged to give feedback throughout their enrolment.

In order to encourage and achieve continuous improvement based on the collection of the above-mentioned data, Ballistic Training Solutions has developed a continuous improvement register which will include a written record of all improvement strategies and reviews.

Organisational Structure



This organisational chart illustrates the two-way lines of communication between the CEO, management and trainers which ensures the decision making of senior management is informed by the experiences of its trainers and assessors.

LEGISLATIVE REQUIREMENTS

Registered training organisations are subject to legislation pertaining to training and assessment, as well as business practice. Ballistic Training Solutions will comply with relevant Commonwealth, State or Territory legislation and regulatory requirements relevant to its intended scope of registration.

Ballistic Training Solutions will also inform all staff and clients of the legislative and regulatory requirements that affect their duties or participation in vocational education and training. Ballistic Training recognises that compliance with legislative requirements underpins the effective implementation of its operations and ensures accountability and transparency of activities of both management and staff.

Complying with Legislation

Staff will be advised at induction and kept up to date with changes to legislation through monthly management meetings and written correspondence. Policies and procedures and associated tools and templates will be updated to reflect updates to legislation as soon practical following advice. Any training that is required will be organised in a professional and timely manner.

All staff are encouraged to view current legislation online at: www.austlii.edu.au

Examples of legislation relevant to the training business and its staff includes but is not limited to:

Commonwealth legislation:

- Copyright Act 1968
- Commonwealth Privacy Act 1988/Privacy Amendment Act 2012/Privacy Regulation 2013
- Commonwealth Sex Discrimination Act 1984
- Commonwealth Racial Discrimination Act 1975
- Commonwealth Age Discrimination Act 2004
- Commonwealth Disability Discrimination Act 1992
- National Vocational Education and Training Regulator Act 2011
 - Standards for VET Regulators 2015
 - Standards for registered Training Organisations 2015

Queensland legislation:

- Commission for Children and Young People Act 2000
- Disability Services Act 2006
- Anti-Discrimination Act 1991
- Fair Trading Act 1989
- Vocational Education and Training Act 2005
- Work Health and Safety Act 2011

Training authorities / regulators:

- National VET Regulator (NVR)
- Department of Education
- Department of Employment
- Australian Skills Quality Authority (ASQA)
- Council of Australian Governments Industry and Skills Council (COAGISC)

Work, Health and Safety Policy

The Work Health and Safety Act 2011 outlines the requirements of an RTO in establishing and maintaining workplace health and safety standards. The requirements of an RTO as specified in the above mentioned Act are to:

- Secure the health, safety and welfare of employees and other persons at work
- Eliminate, at the source, risks to health, safety or welfare of employees and other persons at work
- Ensure that the health and safety of members of the public is not placed at risk by the conduct of undertakings by employers and self employed persons
- Provide for the involvement of employees, employers, and organisations representing those persons, in the formulation and implementation of health, safety and welfare standards.

Ballistic Training Solutions has initiated procedures, policies, guidelines and work instructions, practicing an ongoing commitment to workplace health and safety including each site used for training delivery. The following presents a strategic overview of Ballistic Training Solutions' safety system and provides guidance for meeting the requirements of Work Health and Safety Act on Ballistic Training Solutions' premises thereby ensuring a high standard of workplace health and safety at all times.

It is obligation under legislation that all Ballistic Training Solutions employees and management contribute to and assist in maintaining workplace health and safety and risk management operations as part of their role within the RTO. Ballistic Training Solutions management is responsible for providing the following standards as part of its commitment to employees and clients:

- A safe workplace, with a safe system of work
- Adequate workplace health and safety professional development for Ballistic Training Solutions' students, employees, management and stakeholders
- Properly maintained facilities and equipment
- A clean, tidy, suitably designed workplace with the safe storage of goods.

The following procedures and standards are observed by Ballistic Training Solutions to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient working environment
- Evacuation plan (fire, bomb, major incident)
- Emergency control
- Accident / Incident reporting
- Rehabilitation
- Risk identification reporting
- PPE / chemicals (storage)
- Manual handling techniques and training
- Store and dispose of waste according to OHS regulations
- Equipment checks and maintenance
- Equipment safe storage
- Fire hazards identified and fire prevention
- Student safety
- Unsafe situations identified and reported
- First aid and safety procedures displayed, for all Ballistic Training Solutions staff and Student's to see

Harassment and Discrimination Policy

Under Australian law it is a requirement of every workplace to ensure it provides an environment free from all forms of harassment and discrimination, including victimisation and bullying. In doing so, all staff and Students are treated fairly and have the opportunity to feel safe, valued and respected.

By definition, harassment includes any form of behaviour that is unwanted, unwelcome or unreciprocated by relevant persons. This may manifest as verbal or physical harassment but includes any acts that may be perceived as humiliating, offensive, intimidating, threatening, discriminatory or otherwise contributing to an unpleasant workplace or experience for the persons.

At Ballistic Training Solutions it is made known that in the event that a person considers that he or she has been or is being harassed, this person should be encouraged to inform the other party that their behaviour is objectionable and should not be continued, provided they are comfortable with confronting the offender. In instances where the person is not comfortable discussing the matter with the offending party, a trainer or other Ballistic Training staff member should be informed of the situation. In this case it becomes the responsibility of the relevant staff to follow Ballistic Training Solutions policy and procedures to rectify the situation.

All Students and staff working with Ballistic Training Solutions have the right to discuss matters of harassment with the relevant members of staff without making a formal complaint; all discussions are dealt with in confidentiality. The right to lodge a formal complaint of misconduct against the offending party is available and will be actioned according to Ballistic Training policy and procedures.

Ballistic Training Solutions ensures that all staff are adequately trained in dealing with harassment and discrimination in order to fulfil their roles and responsibilities in creating and contributing to a harassment and discrimination free workplace. In addition to relevant training, Ballistic Training management provides opportunities for communication and mentoring amongst staff to ensure that all employees understand and correctly apply the processes and procedures involved in identifying and addressing of all forms of harassment and discrimination.

Ballistic Training Solutions staff and Students should be aware of the following definitions:

Racial harassment

Involves a person or persons being threatened, abused, insulted or taunted in relation to their race, descent, nationality, colour, language, ethnic origin or any other racial characteristic. It may include but is not limited to; derogatory remarks, innuendo or slur, gestures, intolerance, mockery, displays of material prejudice towards a race, racial jokes, discrimination, exclusion, allocation of least favourable jobs or positions, or unfair treatment.

Sexual harassment

Involves any verbal or physical conduct of a sexual nature, which is inappropriate, unwelcome or uninvited. It may include but is not limited to; sexually related physical contact such as kissing, embracing, pinching or other suggestive gestures, intimidation, coercion, requests for or promising of sexual favours, questions about a person's private or sexual life, sexist or explicit jokes, unwelcome phone calls, emails or other forms of non-work related communication, offensive noises, or displays of sexually graphic or suggestive material.

Bullying

Involves any behaviour that suggests a real or perceived power over another party, or otherwise undermines a person or group, generally comprised of repeated, persistent acts over a period of time. It may include, but is not limited to; verbal abuse, physical assault, intimidation, humiliation, unjustified criticism, sarcasm, insults, false or malicious rumours, exclusion or isolation, inflicting unnecessary work stresses, or sabotage of a person's work or their ability to work by withholding resources or information.

Confidentiality

Relates to privacy of information, ensuring that the information is only accessible to those who have the authority to access it. Within an RTO this may refer to private verbal discussions, Student assessments, managerial decisions and legal proceedings.

Discrimination

Involves the unfair or unequal treatment of another person based solely on class or category. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. All forms of victimisation are also treated as a type of discrimination.

Harassment

Involves any behaviour intended to disturb, offend or upset. It may include any unwelcome or uninvited verbal or physical action that results in a person feeling intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

Personnel

Refers to all employees and contractors of Ballistic Training Solutions.

Victimisation

Involves any process that results in the unfavourable treatment of a person on unjust terms. It may include, but is not limited to; unfair punishment, treating a person poorly for their involvement in a complaint, to swindle or defraud a person, adverse changes to another's work environment, or denial of access to work related resources.

Specific principles:

- It is the right of all staff and Student's to work and study in an environment free of any form of harassment and discrimination
- All reports of harassment and discrimination will be treated seriously, in an unbiased, respectful and sensitive manner. Any form of harassment and discrimination is considered unacceptable behaviour and will not be tolerated by Ballistic Training Solutions
- When Ballistic Training management is informed of any event involving harassment or discrimination, it is their responsibility to take immediate and appropriate action to address it
- In dealing with all complaints, the rights of all individuals involved should be respected and confidentiality should be maintained
- It is the intention of Ballistic Training management that a process of discussion, cooperation and conciliation will resolve all complaints. The aim is to achieve an acceptable outcome for the involved parties while minimising any potential damage to the organisation
- Both the person making the complaint and the person against whom the complaint has been made will receive information, support and assistance in resolving the issue from Ballistic Training management
- Victimisation is unacceptable and will not be tolerated. No person making a complaint or assisting in the investigation of a complaint should be victimised
- Harassment or discrimination should not be confused with legitimate comment and advice (including constructive feedback) given appropriately by management or trainers. Managers and trainers should be conscious of how they present their feedback to ensure the message is not misinterpreted
- Staff and Students should not make any frivolous or malicious complaints. All staff and Students are expected to participate in the complaint resolution process in confidence that the procedures are designed to ensure fair resolution

Working with Persons Under 18 Years of Age

Students under 18 years of age may enrol with Ballistic Training Solutions. According to the law, a child is considered any individual less than 18 years of age.

Ballistic Training Solutions will ensure that all Students are protected from all forms of harm, including bullying, harassment, discrimination and intimidation. All staff are required to report to Ballistic Training management any behaviour that can reasonably be considered harmful or potentially harmful to Students, or where it is reasonable to believe that a Student has been harmed or requires protection from harm.

In cases where allegations or information indicate it is reasonable to believe a Student has suffered from or may require protection from harm, Ballistic Training Solutions will report to the Department of Communities, Child Safety and Disability Services www.communities.qld.gov.au.

The initial information that a child protection officer will require is:

- The name, age and address of the child or young person
- The reasons you suspect the child or young person may have experienced or is at risk of experiencing harm
- The immediate risk to the child or young person
- Contact details. You may remain anonymous; however, it is preferable to provide these details so that the officer can call you if further information is needed

If allegations may constitute child abuse by a person external to Ballistic Training Solutions, the Ballistic Training CEO will report the matter to the Police or the Department of Communities, Child Safety and Disability Services.

Ballistic Training Solutions will comply with all relevant State and Federal legislation in the area of working with children.

Ballistic Training management recommend that all staff obtain the appropriate Police check for child related employment. Information is available at: www.afp.gov.au

Consumer Rights

Consumer protection

On 1 January 2011, the Australian Consumer Law commenced, and the Trade Practices Act 1974 was repealed and replaced by the Competition and Consumer Act 2010. The Australian Consumer Law provides for:

- National consumer protection and fair-trading laws
- Enhanced enforcement powers and redress mechanisms
- A national unfair contract terms law
- A new national product safety regime
- A new national consumer guarantees law

Contractual agreement

Students who enrol in a training program with Ballistic Training Solutions should be aware that they are entering into a contractual agreement. With a view to ensuring all Students are



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7/2-6 Exeter Way Caloundra West QLD 4551
PO Box 7502 Sippy Downs QLD 4556

fully aware of their rights and obligations, Ballistic Training Solutions will design agreements, enrolment forms, service agreements or similar using a logical format and simple English.

This may include, but is not limited to:

- Wording that allows the perspective Student to know what he / she is agreeing to
- Clearly explained disclaimers
- No misleading or deceptive behaviour
- No actions, omissions or dialogue (written or verbal) that may force or coerce the Student
- Fair dealings for disadvantaged Students

For more information refer to:

www.treasury.gov.au/Policy-Topics/Consumer and www.consumerlaw.gov.au

Privacy Principles

The Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Privacy Amendment Act) made many significant changes to the Privacy Act 1988 (Privacy Act). These changes commenced on 12 March 2014. The Privacy Regulation 2013, made under the Privacy Act, also commenced on 12 March 2014.

Privacy Principles that are strictly applied to all aspects of Ballistic Training Solutions' operations include:

Collection

Ballistic Training Solutions will only collect necessary information pertaining to one or more specific operations. The Student will be informed as to the purpose for which details are being collected.

Use and disclosure

Ballistic Training Solutions will ensure Student personal information is not used or disclosed for secondary purposes without obtaining explicit consent from the Student, unless a prescribed exception applies.

Data quality

Ballistic Training Solutions will take all reasonable measures to ensure that all Students' personal information that is collected, used or disclosed is accurate, current and complete.

Data security

Ballistic Training Solutions will take all reasonable measures to ensure all collected Students' personal information is protected from misuse, loss or damage, and that all data and record storage is secure from unauthorised access, modification or disclosure.

Openness

Ballistic Training Solutions will maintain documentation which detail how Students' personal information is collected, managed and used. When a Student makes an enquiry in relation to information collected, Ballistic Training will explain what information is held, for what purpose it is held and what procedures outline the collection and use of information.

Access and correction

Ballistic Training Solutions will allow Students access to personal information held in all circumstances unless prescribed exceptions apply. If the Student identifies errors within the information, Ballistic Training will correct and update to file.

Unique identifiers

Ballistic Training Solutions will not assign Students unique identifiers except when it is necessary for efficiency of operations. Commonwealth Government identifiers, such as Medicare numbers or Tax File Numbers, will only be used for the purposes of which they were issued.

Anonymity

Ballistic Training Solutions will provide Students the opportunity to interact with the business without requiring the Student to make their identity known in any circumstances it is practical and possible to do so.

Trans-border data flows

Ballistic Training Solutions privacy protection principles apply to the transfer of data throughout Australia.

Sensitive information

Ballistic Training Solutions will request specific consent from a Student in circumstances where it is necessary to collect sensitive information. Sensitive information may include but is not limited to; information relating to a Student's health, criminal record, racial or ethnic background.

Student progress

Students have the right to request information about or have access to their own individual records. Ballistic Training trainers and assessors or administration staff will provide the requested information or access. Students also have the right to request a hardcopy of their own individual file that can be supplied as a printout from records retained within the data management system.

Please feel free to ask your Ballistic Training Solutions trainer and assessor or administration staff at any time for a printout of your progress.

Administrative Withdrawal or Deferral policy

BTS expects students enrolled in a VET course of Study (Unit of Competency, Certificate to Diploma) to actively engage in all ways in their course, this is defined as attending all training/learning events including online sessions, assignments, assessments, quizzes etc., for each enrolled VET course of Study/ VET unit of study.

This policy has been designed to assist students in establishing good training and learning engagement and online attendance habits and to maintain professional and industry currency in their studies. Failure to routinely log into their course online, complete assignments and assessment pieces will place the student at risk of being administratively withdrawn or deferred from any or all courses and/or units of study.

The policy will be applied appropriately, encouraging students to be accountable for suitable attitudes and actions demonstrating a seriousness and commitment to academic engagements, learning and training delivery.

Policy Statement

A student may be administratively withdrawn or deferred by Ballistic Training Solutions Pty Ltd for failure to make satisfactory academic/assessment progress, non-attendance of any training activities for six months. The CEO has the authority to implement this policy for a student in a single course, multiple courses or VET unit of study and to revoke that student's enrolment at any time after six months of failure to comply with training requirements including, but not limited to:

- Failure to maintain log-in and training engagement activity as required for online courses for six months without prior written approval from the Administration Manager
- Demonstrating unsatisfactory academic, training and course engagement in the preceding six months and/or having missed an excessive amount of submissions, training delivery, online forums etc. that would not allow for assessment of competency.
- Having failed to complete sufficient opportunities such as assignments, assessment tools etc. to demonstrate effectively that meaningful training and achievement of competencies and learning outcomes has been achieved and been sustained over time, in accordance with the relevant VET Unit of Study.
- Showing no record of training or learning engagement by completion of course work with achieved competency in any assessment format for six months.
- Non-engagement in any form for six months with no contact to Administration, Student Support or Trainers.

Students who do not fulfil their obligations through appropriate training engagement risk being administratively withdrawn or deferred from any, or all courses of study in which this failure to engage occurs.

Administrative Withdrawal or Deferral will not occur without warning and due notice to students. Students who are administratively withdrawn or deferred from a course will be advised by email/SMS/mail and advised of their options and time frames for re-engaging with their studies. If during the notification period of an impending withdrawal, a student reengages with their studies Ballistic Training Solutions may instead offer them Administrative Deferral.

If a student is administratively deferred the start date of future units that have not already been undertaken would be deferred whilst a study plan is developed. The student will be notified of the deferred start dates of future units, associated census date(s) and tuition fees. The duration of the deferral period will be at Ballistic Training Solutions discretion. This will enable the student to use this period to complete units from previous study periods that they have not yet undertaken. Once the student reaches the deferred start date for the future units, they will be deemed to have commenced these. The student will then be liable for the tuition fees for these units after the census date(s) of the unit(s) passes, unless they have notified Ballistic Training Solutions or their intention to withdraw or defer before this date.

Administrative Withdrawal or Deferral does not relieve the student of the responsibility for fees, including tuition and/or resources fees and other incidental charges, for the VET unit(s) which they have passed a census date for. Students who have been administratively withdrawn or deferred are not eligible for a refund for any tuition fees that have been paid upfront. Students wishing to seek a refund of their tuition fees must do so in line with Ballistic Training Solutions Refund and Student Review Procedures, available on the Ballistic Training Solutions website or by contacting student support.

If a student has been administratively withdrawn, they are able to apply to re-enrol in their course units within 12 months of Administrative Withdrawal providing that the course of study or equivalent is available. In this case the student will be able to complete the previously commenced and/or invoiced units and there will be no additional tuition fees levied. However, if they wish to complete additional units these will be invoiced as per the original tuition fees for the qualification. All students should seek to obtain a copy of the tuition fees from student support if they wish to enrol in additional units.

Student's Journey/Experience

Ballistic Training Solutions understands that their approach to engagement and training with each Student will add an experience to their lives, with this in mind Ballistic is focused on providing a positive and rewarding outcome coupled with the successful completion of training.

The delivery of training will be supported by the full team at Ballistic Training Solutions starting with the Administration and Management staff with advertising, business development and marketing, followed by the enrolment process and where applicable the AASN and employer participation. The training and assessment will be facilitated by Trainers/Assessors who fully support the ongoing progression of each student with relevant training and fair and just assessment leading to a successful completion. This journey with Ballistic is an open and informative one, seeking to provide each client with skills and knowledge along with the ability to transfer and utilise same in the workplace. The feedback and shared experience will assist with Ballistic Training Solutions continuous improvement and is highly regarded as a marker to the achievement of delivered training.

STUDENT OVERVIEW

What courses can I study with Ballistic Training Solutions?

Ballistic Training Solutions strictly adheres to SNR with all programs aligned to the qualifications contained in the Ballistic Training Solutions. Ensuring best practice in service and delivery at all times.

Currently Ballistic Training Solutions is able to offer Students accredited training in the following:

Qualifications:

- BSB51315 Diploma of Work Health and Safety
- BSB51319 Diploma of Work Health and Safety
- BSB50215 Diploma of Business
- BSB51918 Diploma of Leadership and Management
- BSB42015 Certificate IV in Leadership and Management
- BSB41415 Certificate IV in Work Health and Safety
- BSB41419 Certificate IV in Work Health and Safety
- BSB30175 Certificate III in Work Health and Safety
- BSB30115 Certificate III in Business
- BSB30415 Certificate III in Business Administration
- AHC10116 Certificate I in Conservation and Land Management
- AHC21016 Certificate II in Conservation and Land Management
- AHC31416 Certificate III in Conservation and Land Management
- AHC51116 Diploma of Conservation and Land Management
- AHC30318 Certificate III in Rural and Environmental Pest Management

Units of competency:

- AHCMOM217 Operate quad bikes
- AHCPMG311 Use firearms for pest control activities from aircraft
- AVIO2001 Use firearms on an aerodrome to control wildlife hazards
- AHCPMG304 Use firearms to humanely destroy animals
- AMPG306 Use firearms to harvest wild game
- HLTAID001 Provide cardiopulmonary resuscitation
- PUAFIR209B Work safely around aircraft
- RIIWHS204D Work safely at heights

Accredited Courses:

- 10618NAT Course in firearms safety (approved for firearms licensing in Queensland)

What qualification will I receive?

Upon successful completion of your course with Ballistic Training Solutions you will be eligible to receive the following award.

Course	Certification
BSB51315 Diploma of Work Health and Safety	Qualification
BSB51319 Diploma of Work Health and Safety	Qualification
BSB50215 Diploma of Business	Qualification
AHC51116 Diploma of Conservation & Land Management	Qualification
BSB51918 Diploma of Leadership and Management	Qualification
BSB41415 Certificate IV in Leadership and Management	Qualification
BSB41415 Certificate IV in Work Health and Safety	Qualification
BSB41419 Certificate IV in Work Health and Safety	Qualification
BSB30317 Certificate III in Work Health and Safety	Qualification
BSB30319 Certificate III in Work Health and Safety	Qualification
BSB30115 Certificate III in Business	Qualification
BSB30415 Certificate III in Business Administration	Qualification
AHC31416 Certificate III in Conservation & Land Management	Qualification
AHC21016 Certificate II in Conservation & Land Management	Qualification
AHC10116 Certificate I in Conservation & Land Management	Qualification
AHC30318 Certificate III in Rural and Environmental Pest Management	Qualification
AHCMOM217 Operate quad bikes	Statement of Attainment
AHCPMG311 Use firearms for pest control activities from aircraft	Statement of Attainment
AVI02001 Use firearms on an aerodrome to control wildlife hazards	Statement of Attainment
AHCPMG304 Use firearms to humanely destroy animals	Statement of Attainment
AMPG306 Use firearms to harvest wild game	Statement of Attainment
HLTAID001 Provide cardiopulmonary resuscitation	Statement of Attainment
PAUFIR209B Work safely around aircraft	Statement of Attainment
RIIWHS204D Work safely at heights	Statement of Attainment
10618NAT Course in firearms safety (approved for firearms licensing in Queensland)	Statement of Attainment
10660NAT Course in swimming pool safety inspections	Statement of Attainment
CPCCWHS1001 Prepare to work safety in the construction industry	Statement of Attainment

How is training delivered?

Training courses with Ballistic Training Solutions are delivered by:

- Face to face classroom training
- Workplace training and assessment
- Blended learning

What are the prerequisites?

Prerequisites are specific to individual courses. Please consult the course outline for your chose course for prerequisite information.

How do I enrol?

Enrolment is initiated by you contacting Ballistic Training Solutions and we will despatch to you by suitable means an enrolment form and literature on the course(s) being considered and any other relevant documentation.

FEES

Ballistic Training Solutions operates predominately as a 'fee for service' training business. This means all training programs attract fees. All applicable fees (less than \$1500 per course enrolment) will be paid at or prior to the commencement of training unless prior arrangements are made with Ballistic Training Solutions management.

Where less than \$1,500 is collected prior to the commencement of training or where the total course fee is less than \$1,500, a fee protection process is not required. These fees are paid by/charged to the student, a government agency or the student's employer.

Where the total course fee is more than \$1,500, Ballistic Training Solutions will observe the requirements of Schedule 6 of the Standards for RTOs 2015. This schedule outlines requirements for protecting fees prepaid by individual students or prospective students for services. One of the requirements of Schedule 6 requires the RTO to be a member of a recognised Tuition Assurance Scheme.

Fee information is available via:

- Ballistic Training Solutions website
- Ballistic Training Solutions program brochures
- Ballistic Training Solutions promotional material
- Ballistic Training Solutions Student Handbook
- Direct email from Ballistic Training Solutions

Each of these information streams clearly identifies all fees and charges, including optional charges such as Recognition of Prior Learning (RPL) fees. The RTO's fee policy will be updated regularly so that both Ballistic Training Solutions and our clients will be protected.

Ballistic Training Solutions will provide the following fee information, to each student:

- a) The total amount of all fees including course fees, administration fees, materials fees and any other charges.
- b) Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee.
- c) The nature of the guarantee given by the RTO to complete the training and / or assessment once the student has commenced study in their chosen qualification or course.
- d) The fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment; and
- e) The applicant's refund policy.

Fee Structure

Total course fee

Each qualification, unit of competency or accredited course offered by Ballistic Training Solutions has a specific course fee. The course fee is the maximum fee that may be charged to the Student for his / her selected training program.

It is Ballistic Training Solutions' policy that the course fee will be all-inclusive unless otherwise negotiated based on the tailored training plan requirements. Students will not be 'surprised' by unexpected requirements, fees or expenses.

Where additional resources normally associated with a program of study are required (for example, reference material, research documents, own computer) the Student will be clearly advised of exactly what is required in the Student study guide for that program.

Ballistic training Solutions has a schedule of fees for each training program on its scope of delivery. To obtain a customised quote on your training requirements or to obtain a copy of our current course fee schedule please contact Ballistic Training Solutions via email at; info@ballistic.edu.au

Payment required in advance

Generally, a payment is required from each Student prior to the commencement of training. (Unless otherwise stipulated in Government Funding or Contracted Delivery Requirements for Co Contribution payments) This payment is determined by the course or training (i.e. Statement of Attainment vs Full Qualification and must not exceed the \$1500 pre-commencement payment requirement)

Enrolment fee

No enrolment fee is applicable. (Unless stimulated in specific government funding agreements/conditions)

Withdrawal fee

No withdrawal fee is applicable.

Overdue Invoice fee

Ballistic Training Solutions operates a 7-day invoicing payment terms unless otherwise agreed prior to engagement in writing.

- Overdue invoices greater than 30 days from the due date incur a 5% late payment fee based on the total of the original invoice amount.
- Overdue invoices greater than 60 days from the due date of invoice incur a 10% late payment fee based on the total of the original invoice amount.

Re Submission and Re-assessment fee

No re-assessment fee applies for the first 3 attempts per unit at submitting the required evidence requirements. Outside of 3 assessment submissions will be negotiated on an individual basis.

Recognition of Prior Learning Assessment (RPL)

Fees for all assessment strategies are detailed in fee schedule

Gap Training Fees

Where a student undertakes an RPL assessment but is unable to establish competency to the package requirements and gap training is identified, this will be negotiated on an individual basis based on availability of gap training and individual student needs.

Credit Transfer Verification Processing (CT)

\$250 One off administration processing fee for full qualification.

Industry Specific or Logistical Delivery Fees

Individual location/remote and specific industry delivery requirements may incur additional costs for delivery, these will be negotiated with the client PRIOR to acceptance of enrolment.

Credit Card fees and Charges

Payment of student invoice via credit card service is available.

A 2.2% to 3.3% surcharge is applied by the merchant provider for credit card payments depending on the merchant provider and card type being used for the payment.

Direct Debit Flexible Payment Option

Ballistic Training Solutions offers a cost-effective payment plan on its courses!

Conditions of the payment plan include:

- Your student journey begins by completing the enrolment application with a \$500 deposit. This easy to manage payment plan is a great option to further your education.
- Be sure to review the BTS Student Handbook and Course Fees and Charges section for details on the course you are interested in and the relevant financial investment, including fortnightly payment amounts and duration.
- Signing an EzyPay Direct Debit Request form to authorise fortnightly direct payments from either your credit card or your bank account.
- Ballistic Training Solutions will email you a link to a pre-filled EzyPay Direct Debit Request form outlining the terms of the payment arrangement, after the initial deposit is received.
- Follow the prompts and instructions provided to complete the form.
- Your enrolment will commence upon receipt of your first debit into our account, which may take up to 4 business days to process.

Please note:

By opting to pay your course fees via a payment plan, you also agree to the EzyPay terms and conditions. EzyPay will charge the following fees to the student:

EzyPay Fees and Charges

- Customer once of Setup Fee: \$2
- Failed Payment Fee: \$9.90 (excluding GST) per failed transaction applies.
- GST: 10% GST applies to all transactions processed through EzyPay services
- Transaction Fee: 1.69% + 44c / transaction (additional charges for American Express)
- SMS Payment Reminder – \$0.55 each time

EzyPay can only process payments from Australian Bank Accounts and Australian Credit Cards. Failed payment fees apply and are imposed by EzyPay. Refer to the EzyPay terms and conditions. It is the student's responsibility to ensure there are sufficient funds in their nominated bank account or credit card, prior to the payment being made. Access to training materials, support services and the online learning system will discontinue if instalment payments are not received by Ballistic Training Solutions in accordance with the debit arrangement.

Produce partial completion statement of attainment

No fee applies to produce a statement of attainment when the Student has partially completed the training program and must withdraw.

Re-print certification

Where the Student requests a new copy of his / her certification, the following fees apply:

- Statement of attainment \$25.00+GST +Postage
- Qualification (with academic transcript) \$40.00+GST + Postage

Contact Us for a Replacement Award Application Form

PO Box 7502 Sippy Downs QLD 4556

Phone: 1300 738 098

Email: info@ballistic.edu.au

DRAFT ONLY

Fee Schedule – Assessment Mode & Funding Availability

(Indicative Pricing only – please consult specific program brochure materials and contact Ballistic Training Solutions for customised quotation for your specific needs)

Course	FFS DELIVERY	FFS RPL	QLD Cert 3 Guarantee	QLD User Choice	CSQ – Construction Skills Qld	OTHER
BSB51315 Diploma of Work Health and Safety	Yes	Yes	No	No	Yes (1/10/2019-30/9/2021)	Trainer/Assessor Travel, Accommodation & Resource Costs for Remote or Specific Industry Client Delivery per negotiation
BSB51319 Diploma of Work Health and Safety	Yes	Yes	No	No	Yes (1/10/2020-30/9/2022)	
BSB50215 Diploma of Business	Yes	Yes	No	No	Yes (1/10/2019-30/9/2021) & (1/10/2020-30/9/2022)	
AHC51116 Diploma of Conservation & Land Management	Yes	Yes	No	No	No	
BSB51918 Diploma of Leadership & Management	Yes	Yes	No	No	No	
BSB42015 Certificate IV in Leadership & Management	Yes	Yes	No	No	No	
BSB41415 Certificate IV in Work Health and Safety	Yes	Yes	No	No	Yes (1/10/2019-30/9/2021)	
BSB41419 Certificate IV in Work Health and Safety	Yes	Yes	No	No	Yes (1/10/2020-30/9/2022)	
BSB30317 Certificate III in Work Health and Safety	Yes	Yes	No	Yes	No	
BSB30319 Certificate III in Work Health and Safety	Yes	Yes	No	No	No	
BSB30115 Certificate III in Business	Yes	Yes	Yes	Yes	No	
BSB30415 Certificate III in Business Administration	Yes	Yes	Yes	Yes	No	
AHC31416 Certificate III in Conservation & Land Management	Yes	Yes	Yes	Yes	No	
AHC30318 Certificate III in Rural and Environmental Pest Management	Yes	Yes	No	No	No	
AHC10116 Certificate I in Conservation and Land Management	Yes	Yes	No	No	No	
AHC21016 Certificate II in Conservation & Land Management	Yes	Yes	Yes	Yes	No	
AHCMOM217 Operate quad bikes	Yes	N/A	No	No	No	
AHCPMG311 Use firearms for pest control activities from aircraft	Yes	N/A	No	No	No	
AVI02001 Use firearms on an aerodrome to control wildlife hazards	Yes	N/A	No	No	No	
AHCPMG304 Use firearms to humanely destroy animals	Yes	N/A	No	No	No	
AMPG306 Use firearms to harvest wild game	Yes	N/A	No	No	No	
HLTAID001 Provide cardiopulmonary resuscitation	Yes	N/A	No	No	No	
PUAFIR209B Work safely around aircraft	Yes		No	no	No	
RIIWHS204D Work safely at heights	Yes	N/A	No	no	No	
10618NAT Course in firearms safety (approved for firearms licensing in Queensland)	Yes	N/A	No	No	No	
CPCCWHS1001 Prepare to work safely in the construction industry	Yes	No	No	No	No	
10660NAT Course in Swimming Pool Safety Inspections	Yes	No	No	No	No	

Fee Schedule – Estimated Fees based on Delivery Mode

(Indicative Pricing only – please consult specific program brochure materials and contact Ballistic Training Solutions for customised quotation for your specific needs)

Course	FFS DELIVERY	QLD Cert 3 Guarantee	QLD User Choice	CSQ – Constructi on Skills Qld	OTHER
BSB51315 Diploma of Work Health and Safety	2520	N/A	N/A		Trainer/Assessor Travel, Accommodation & Resource Costs for Remote or Specific Industry Client Delivery per negotiation
BSB51319 Diploma of Work Health and Safety	2520	N/A	N/A	N/A	
BSB50215 Diploma of Business	2080	N/A	N/A	N/A	
AHC51116 Diploma of Conservation & Land Management	7700	N/A	N/A		
BSB51918 Diploma of Leadership & Management	3050	N/A	N/A		
BSB42015 Certificate IV in Leadership & Management	2080	N/A	N/A		
BSB41415 Certificate IV in Work Health and Safety	1820	N/A	N/A		
BSB41419 Certificate IV in Work Health and Safety	1820	N/A	N/A	N/A	
BSB30317 Certificate III in Work Health and Safety	1820	N/A	~488		
BSB30319 Certificate III in Work Health and Safety	1820	N/A	N/A		
BSB30115 Certificate III in Business	1550	C-25 / NC -50	~744		
BSB30415 Certificate III in Business Administration	1700	C-25 / NC -50	~776		
AHC31416 Certificate III in Conservation & Land Management	4600	C-25 / NC -50	~1552		
AHC10116 Certificate I in Conservation and Land Management	1320	N/A	N/A		
AHC30318 Certificate III in Rural and Environmental Pest Management	5250	N/A	N/A		
AHC21016 Certificate II in Conservation & Land Management	3510	C-25 / NC -50	~768		
AHCMOM217 Operate quad bikes	550	N/A	N/A		
AHCPMG311 Use firearms for pest control activities from aircraft	2600	N/A	N/A		
AVI02001 Use firearms on an aerodrome to control wildlife hazards	810	N/A	N/A		
AHCPMG304 Use firearms to humanely destroy animals	750	N/A	N/A		
AMPG306 Use firearms to harvest wild game	520	N/A	N/A		
HLTAID001 Provide cardiopulmonary resuscitation	130	N/A	N/A		
PUAFIR209B Work safely around aircraft	450	N/A	N/A		
RIIWS204D Work safely at heights	260	N/A	N/A		
10618NAT Course in firearms safety (approved for firearms licensing in Queensland)	150-500	N/A	N/A		
CPCCWHS1001 Prepare to work safely in the construction industry	120	N/A	N/A		
10660NAT Course in Swimming Pool Safety Inspections	1260	N/A	N/A		

Student Contribution fee – User Choice Funding

Ballistic Training Solutions is approved by the department as a pre-qualified supplier of the User Choice program which delivers public funding for the delivery training and assessment services to Trainees in registered National Training Contracts in Qld.

User Choice Student Contribution Fees

The trainees with training funded by user Choice are required to pay a Student Contribution Fee, due to your situation you may be eligible for a partial or full exemption. Student Contribution Fees are currently charged at the rate of \$1.60 per nominal hour, this is calculated on the nominal hours allocated to each unit of competency in your qualification and are set. Ballistic Training Solutions issues invoices at the end of each month for the units that Students have completed within each month. Student contribution fees can be paid by employer, and notification in writing of this type of agreement between employer and trainee would need to be advised to Ballistic Training Solutions if the invoice was to send directly to the employer.

School based traineeships do not attract Student Contribution Fees, although if the training delivery was to convert to part time or full-time fees may become applicable.

Ballistic Training Solutions will make available to Students the cost of student contribution fees as per the signed training plan.

Partial exemption Student Contribution Fees

Ballistic Training Solutions will charge 40 per cent of the student contribution fee where the participant falls into one or more of the following exemption categories:

- The Student was or will be under 17 years of age at the end of February in the year in which the PQS provides training, and the participant is not at school and has not completed year 12.
- The Student holds a Health Care Card or Pensioner Concession Card issued under Commonwealth law or is the partner or a dependant of a person who holds a Health Care Card or Pensioner Concession Card and is named on the card.
- The Student issues the PQS with an official form under Commonwealth law confirming that the participant, his or her partner or the person of whom the participant is a dependant, is entitled to concessions under a Health Care Card or Pensioner Concession Card.
- The Student is an Aboriginal or Torres Strait Islander person. Acceptable evidence is as stated on the Training Contract and AVETMISS VET Enrolment Form.

Full exemption — Student Contribution fees

Ballistic Training Solutions may offer a full exemption from the student contribution fee where the Student falls into one or more of the following exemption categories:

- Where payment of the student contribution fee would cause extreme financial hardship, this fee waiver should be in place at the time of the Student's enrolment being processed. Ballistic Training Solutions has an internal process to manage an appeal about the outcome of an application under financial hardship.
- Where the Queensland Government, as represented by the departmental officer responsible for the User Choice budget, advises in writing that fees are optional. On receipt of such advice, Ballistic Training Solutions may choose not to collect the student contribution fee.

Ballistic Training will apply full exemption from the student contribution fee where the participant falls into one or more of the following exemption categories:

- where credit transfer/national recognition has been applied to a unit of competency/module
- where the participant is a school-based apprentice or trainee
- is undertaking a qualification as part of the Skilling Queenslanders for Work's Work Skills Traineeship program.

Co-Contribution fee – Certificate III Guarantee Funding

Ballistic Training Solutions is approved to deliver the publicly funded Certificate 3 Guarantee Program, which supports the Queensland Government's Working Queensland jobs plan. The Certificate 3 Guarantee provides a government subsidy to support eligible individuals to complete their first post-school certificate III qualification.

Co-Contribution Fees

All Students undertaking certificate III training will be required to contribute to the costs of their training through a co-contribution fee. Concessional Students will be charged at a lower rate than the prescribed Non-Concessional Students.

Ballistic Training Solutions will provide full details outline the total co-contribution fees (including all costs associated with the achievement of the qualification such as identification cards, tuition fees, services fees, material fees) both concessional and non-concessional, and any variations in fees due to mode of delivery, geographical location of the student, higher cost of training, etc are made available in full to all Student's prior to enrolment. Ballistic Training ensure fees are paid by the student and / or third party prior to the submission of claims for payment. The fee may be paid on behalf of the student by the employer or a third party, but not by Ballistic Training Solutions.

Concessional Co-Contribution Fees will be offered to Students who identify as:

- students (or their partner or guardian) who hold a Health Care or Pensioner Concession Card.
- Aboriginal and Torres Strait Islander students.
- school students enrolled in a VETiS program.
- students with a disability; or
- students who are adult prisoners.

Skilling Queenslanders for Work

The Skilling Queenslanders for Work represents a commitment to increasing workforce participation, driving job growth and strengthening the performance of the Queensland economy by improving work opportunities for disadvantaged Queenslanders.

Tailored, local community-based support is offered to young people, mature-age job seekers, Aboriginal and Torres Strait Islander people, people with disability, women re-entering the workforce, Australian Defence Force (ADF) veterans and ADF ex-service members, and people from culturally and linguistically diverse backgrounds.

There are seven programs that make up the Skilling Queenslanders for Work initiative.

- Community Work Skills
- Work Skills Traineeships
- Ready for Work
- Get Set for Work
- Youth Skills
- Work Start incentives
- First Start

Ballistic Training Solutions has been approved as a pre-qualified supplier to partner with funded community-based organisations to deliver the nationally recognised training and assessment service components of Skilling Queenslanders for Work projects in Certificate I in Conservation and Land Management.

Construction Skills Queensland – Higher Level Skills General Construction

Ballistic Training Solutions is approved to deliver the contract of Higher-Level Skills General Construction for Construction Skills Queensland, (CSQ). The approval is for the delivery of Certificate IV in Work Health and Safety – BSB41419; Diploma of Business – BSB50215 and Diploma of Work Health and Safety – BSB51319 to workers within the Construction Industry.

For the purposes of eligibility, participants under this program must meet the following criteria:

Eligible Participant Means

- a) an Australian or New Zealand citizen; or
- b) a permanent resident of Australia; or
- c) a refugee and humanitarian visa holder.

AND MUST:

- d) permanently reside in Queensland; or
- e) be permanently employed in Queensland.

AND MUST NOT BE

- f) an employee of an authority (excluding employers of an Indigenous Council that is a principal contractor)
- g) currently enrolled and participating in a Queensland secondary school program (excluding a school-based Apprentice or Trainee)
- h) a contracted trainer or assessor or existing worker of an RTO
- i) previously funded under this program in the same contract term
- j) funded by an authority or such other source for delivery of the same Training being undertaken as part of this program
- k) those participants seeking Verification of Competency (or Determination of Competency) services under this agreement; or
- l) other individuals that do not meet Participant Eligibility as prescribed in item 1 above.

2 in addition to item 1, for the purpose of eligibility for Higher Level Skills - General Construction Participants **Must Be:**

- a) An eligible worker, including relevant clerical, administration and professional staff whose employer is part of the building and construction industry
- b) An Unemployed Eligible Worker.

AND MUST NOT BE

- c) Eligible under the Apprentice Advance Plus

An eligible Worker has the same meaning as the Building and Construction Industry (Portable Long Service Leave) Act 1991 (Qld) as amended from time to time.

An Unemployed Eligible Worker is a person who has been unemployed for a period of not greater than 4 years that would otherwise meet the requirements of an Eligible Worker.

Funding is limited to the maximum funding amount. A Participant is only eligible for a maximum of one (1) Qualification throughout the Contract Term. Funding is not available for any units of Competency or Qualifications previously completed by a Participant. Further course information can be found at www.myskills.gov.au (Choice of elective units is subject to availability). Recognition of prior learning may be available. Prerequisite for Diploma of Work Health and Safety must hold Core units from Certificate IV in Work Health and Safety or industry equivalency per packaging rules.

*Some conditions may apply.

Receiving Payments

Payment of Student Fees – Full Fee for Service Qualifications / Statement of Attainments

Per ASQA Standards 2015 no individual student fee above \$1500 will be collected from any student prior to commencement.

Unless otherwise stipulated course fees are collected prior to commencement dependant on the above condition.

Where the course fee is greater than \$1500 this can be split into two payments:

- 1) Enrolment \$1000
- 2) The remainder of the course invoice amount on commencement

Where a qualification price is greater than \$2000 but less than \$3000 the fees can be split into three payments:

- 1) Enrolment \$1000
- 2) 50% of the remainder on commencement
- 3) Final 50% upon six months or completion of the course whichever comes first

Where a Student is engaging in a Fee for Service Full Qualification that is above \$3000 a tailored payment plan may be negotiated on an individual student basis based on the total number of units, training and assessment delivery mode unit and qualification completion timeframes.

All student fees are to be paid and up to date prior to issuance of additional or supplementary units and/or qualification or statement of results.

Students are to pay the agreed course fees per the supplied Ballistic Training Solutions Tax Invoice and agreed payment terms.

Ballistic Training Solutions will maintain a specific account for student fee payments including advance payments. Transfer of funds from the Student fees account to the main account via approval transfer process once training is undertaken, completed or actioned.

A direct debit payment plan may be negotiated to accommodate the student payment of fees over an agreed timeframe through agreed periodic payment.

The payment of merchant/provider fees and any other associated fees from the service (merchant payment service) for the direct debit payments is the responsibility of the student.

Outstanding, unpaid and overdue student accounts may result in suspension of training and assessment and delays in processing of Qualifications and Statements of Attainments until the account is paid up to date.

Refund Policy and Procedure

Purpose

To support Ballistic Training Solutions commitment to fulfil the Standards for Registered Training Organisations (RTOs) 2015 under Clause 5.3

Scope

The refund Policy applies to all students enrolled with Ballistic Training Solutions.

Policy

Ballistic Training Solutions is committed to fair and transparent application of fees and charges for its services as well as processing of refunds where applicable.

All students are encouraged to read their course documentation, enrolment guidelines and student handbook including payments charges and refunds prior to enrolment.

Ballistic Training Solutions publicises its refund policy on its website, on the enrolment terms and conditions documentation and in the student handbook.

All students are required to acknowledge their reading and understanding of terms and conditions including the student handbook prior to enrolment acceptance.

All refund requests are to be reviewed by the CEO.

Refund applications are assessed on an individual basis with decision being made based on the merits of the claim and the Ballistic Training Solutions Policy and Procedure requirements.

All refund decision will be communicated to the student within 20 days from receipt of the refund application.

Cancellation / Deferrals / Refunds General Information

- Cancellations are considered on an individual basis per the guidelines provided below
- Deferrals are considered on an exceptional basis only per guidelines provided below
- Withdrawals are processed on an individual basis only per guidelines provided below
- All Cancellation, Deferral and Withdrawal requests should be emailed to info@ballistic.edu.au with clear details on the student's request as soon as possible.
- CEO approval and correspondence on determination will be provided within 14 days of receipt of correspondence.

Cancelation / Defferals / Refunds (Qualifications)

Refunds will be isseud for the following circumstances:

- Ballistic Training Solutions is unable to provide the course for which the enrolment and payment has been made (this excludes the transition to an upgraded training product)
- A credit that relates to an overpayment

Refunds shall not be issued in the following circumstances:

- The student changes their mind
- The student has submitted units for marking/assessment
- The student finds the course too difficult
- The student no longer requires the course
- The students employment status changes
- The students personal circumstances change
- The students financial position changes
- The students circumstances change due to family health issues
- The students access to resources changes including access to reliable internet
- The student finds the course at a lower cost elsewhere or decides on an alternative delivery method. This will be interpreted as a change of mind.
- The student has breached Ballistic Training Solutions Student Code of Conduct
- The student has failed to complete the course within the designated period without an approved deferral or course extension.

Cancelation / Deferrals / Refunds (Short Course / Day Programs)

- Registrations are date transferable up until 7 working days prior to course commencement.
- Cancellations received less than 2 working days prior to course commencement of enrolled course are non-refundable.
- Cancellations/transfers received between 2 and 7 working days prior to course commencement attract a 20% cancellation/transfer fee.
- Course Module changes made within 2 day of course commencement date will attract a \$50 administration processing charge where applicable.
- Traineeships attract student contribution fees and are payable upon completion of units. Exemptions and concessions may apply.
- Withdrawal during the course – no refund.

All fees paid in advance are separated from the operations of the business.

This is achieved by maintaining separate accounts to ensure sufficient funds are always available for refund activities per the above policy requirements.

All accounts are represented in Ballistic Training Solutions' accounting system for the purpose of quality assurance audit and transparency.

Information provided prior to enrolment or the commencement of training and assessment, whichever comes first, specifies the student's rights as a consumer, including but not limited to any statutory cooling-off period (where applicable) and the student's right to obtain a refund for services not provided by the Ballistic Training Solutions in the event the:

- Arrangement is terminated early, or
- Ballistic Training Solutions fails to provide the agreed services.

Procedure

All students enquiring about a refund request will be emailed a Refund Request Form

Student Step 1

Students are required to complete the Refund Request Form. Students may download this form from the home page of the company website under Forms, Documents and Policies or by contacting Ballistic Training Solutions by email info@ballistic.edu.au or by telephone 1300 738 098 and requesting the refund request form.

Student Step 2

Students must forward the completed and signed form to Ballistic Training Solutions by email to info@ballistic.edu.au or by post to:

Ballistic Training Solutions

PO Box 7502

Sippy Downs Qld 4556

Once the Refund Request Form is received by Ballistic Training Solutions Accounts Department the following steps will be carried out internally:

BTS Step 1:

The BTS Accounts Department will acknowledge receipt of the Refund Request Form by emailing the student. A file note will be made against the student's account in PowerPro (the student management system) regarding the receipt date of the form.

BTS Step 2:

A copy of the Refund Request Form will be saved into the student's file

BTS Step 3:

Administration will record all details of the refund request in the Refund Register. The following details will be noted.

- the student's full name
- receipt date of the Refund Request Form
- the nature of the refund
- the outcome and/or solution offered by Ballistic Training Solutions
- the student's response to the outcome and/or solution offered

BTS Step 4:

The Refund Request Form received by from the student is printed and forwarded to the BTS CEO for review

BTS Step 5:



Phone: 1300 738 098 - Email: info@ballistic.edu.au

7/2-6 Exeter Way Caloundra West QLD 4551

PO Box 7502 Sippy Downs QLD 4556

The CEO will email the student the refund decision within the specified time frame within the policy and cc a copy of the decision to the accounts@ballistic.edu.au email address.

BST Step 6:

BTS accounts place a copy of all correspondence on the students file.

If a partial or full refund is approved by the BTS CEO the BTS Accounts team will obtain the relevant bank account details from the student via accounts@ballistic.edu.au email address.

All refund payments are processed via electronic funds transfer to the students specified bank account details only (No Cash Refunds)

All refund payments will be recorded in the BTS Accounts system against the student's invoice and accounts.

If the refund application is successful, the student can expect payment to be processed within 14 days from the date of the CEO approval.

The decision of the refund application will be recorded by the BTS CEO on the BTS Refund Register.

RECORDS

The following requirements are implemented in accordance with ASQA *General direction—Retention requirements for completed student assessment items 20th February 2013* available online at <https://www.asqa.gov.au/news-publications/publications/general-direction-retention-requirements-completed-student-assessment>

Ballistic Training Solutions has a clearly documented quality administrative and records management system in place to secure the accuracy, integrity and currency of records, to keep documentation up-to-date and to secure any confidential information obtained by Ballistic Training Solutions and committees, individuals or organisations acting on its behalf.

Upon enrolment, student's registration and enrolment details will be entered onto the Ballistic Training Solutions Student Management System. This process initiates the establishment of the student's individual file which is then used to record all future details pertaining to the student. The file is retained by Ballistic Training Solutions and management of the file will be in accordance with the Ballistic Training's records policy.

Ballistic Training Solutions is committed to maintaining the accuracy, integrity and currency of all student files, as well as ensuring appropriate security of all records to uphold confidentiality and protect student privacy. Ballistic Training management will undertake a validation of the training records of approximately 5% of registered students and report the findings at the monthly management meeting.

Completed assessments

Each assessment submitted by students will be securely retained for a minimum period of six (6) months. For non-government funded or contractually explicit students paper file records will be checked against the electronic student management system to ensure assessment decision and associated materials are recorded prior to secure records destruction and at the expiration of six (6) months period.

Specific government funded or engaged student records will be retained per specific contractual requirements.

All electronic records will be stored for thirty (30) years.

When in paper format, student's work will be filed alphabetically according to the student surname.

Individual student records will be stored in a lockable steel filing cabinet in a locked secure office area. If the files are stored in a location where student or public access is possible, the cabinets will remain locked.

For ease of application and consistency, a similar filing process will be used for electronic files. The electronic records are stored utilising AVETMISS compliant software and access is restricted by a password system.

Results of assessment records

Student assessment results will be recorded electronically within the Ballistic Training Solutions student management system. This information may be used to provide annual competency completion reports and/or AVETMISS reports, as required.

- Sufficient information to re-issue the testamur, if required, will be retained
- Results of assessment will be retained for thirty (30) years

Security

Ballistic Training Solutions ensures further security of records by complying with the storage requirements detailed in ASQA's General directive: *Retention requirements for completed student assessment items*, 22 June 2012. This directive includes requirements for storage including: safeguards against unauthorised access, fire, flood, termites or any other pests, and to ensure that copies of records can be produced if the originals are destroyed or inaccessible. Ballistic Training Solutions enhances its compliance with this directive by protecting electronic files with up-to-date virus protection, firewall and spy ware protection software.

The data management system is On Site Server Based and offers the security and integrity expected of a corporate storage system. In addition, electronic records are copied to a portable hard drive daily covering a four (4) week period. The portable hard drive is stored off site in a fireproof secure location.

Ballistic Training Solutions software and hardcopy systems will retain student's results for a period of no less than thirty (30) years. If requested, enrolment information, training and assessment information or results of assessment will be provided in electronic format wherever possible.

Paper based records will be scanned and saved in Adobe PDF format. Paper records may be securely shredded every six (6) months in accordance with Ballistic Training Solutions CEO's directions.

A copy of each testamur issued is scanned and retained in Adobe PDF format. If requested, the testamur may be re-printed at any time within the thirty (30) year period after issue. This method ensures the original format, design, signature, date and units of competency are re-printed accurately and with a minimum of effort and expense.

The database system is used, and data/files/records are converted and saved in Adobe PDF format. *Ballistic Training Solutions* has chosen Adobe PDF because research indicates this software will be able to be opened and read for up to thirty (30) years.

Ceasing operation

In the event that Ballistic Training Solutions ceases to operate, its records will be transferred to ASQA in the appropriate format and detail as specified by the Department at the time of ceasing RTO operations.

All other records including training records, taxation records, business and commercial records will be retained for a period of at least seven (7) years.

Ballistic Training Solutions will ensure that any confidential information acquired by the business, individuals, committees or organisations acting on its behalf is securely stored.

Access to Records

Ballistic Training Solutions has implemented a record management system that ensures that all Students have access to accurate information regarding their learning in a timely fashion. To ensure this, employees are informed of their responsibilities for record keeping and the process is monitored through the continuous improvement process and improved where necessary. This section outlines the data management procedures that support this records management system.

Access to Student records

Access to individual Student training records will be limited to those required by the SNR, such as:

- Trainers and assessors to access and update the records of the Students whom they are working with
- Management staff as required to ensure the smooth and efficient operation of the business
- Officers of ASQA or their representatives for activities required under the standards for registered training organisations

Ballistic Training Solutions trainers and assessors will maintain accurate and current records of each Student's progress and achievement of competencies in the area of their study. These records will be entered on the Ballistic Training Solutions database system during training and assessment or immediately at the completion of training and assessment.

As Students complete each competency, the trainer or assessor will check the achievements against the relevant qualification packaging rules and sign off successfully completed competencies.

All details of full or partially completed competencies will be recorded and stored on the Student's file.

Upon completion of all relevant competencies within a qualification, the Student will be entitled to receiving the full qualification. The certificate and academic record and / or statement of attainment will be produced and signed by Ballistic Training Solutions management, trainer and / or assessor, and presented to the student.

A scanned electronic copy of all signed qualifications issued will be converted to PDF format and secured in the Student's file.

Student Access to Records

Students have the right to request information about or have access to their own individual records. Ballistic Training Solutions trainers and assessors or administration staff will provide the requested information or access. Students also have the right to request a hardcopy of their own individual file that can be supplied as a printout from records retained within the data management system.

Students are required to provide requests for access to records in writing which is considered and approved by the CEO.

You should feel free to ask your Ballistic Training Solutions trainer and assessor or administration staff at any time for a printout of your progress.

Privacy

Ballistic Training Solutions considers Student privacy to be of utmost importance and will practice a high standard of care and concern in regard to maintaining Student privacy in all aspects of business operations. Any person external to the organisation acting on behalf of Ballistic Training Solutions are made aware of the confidentiality procedures and privacy policies prior to commencing work with Ballistic Training.

Ballistic Training Solutions will comply with all legislative requirements including the Privacy Act 1988 (Commonwealth) and National Privacy Principles (2001). www.privacy.gov.au The Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Privacy Amendment Act) made many significant changes to the Privacy Act 1988 (Privacy Act). These changes commenced on 12 March 2014. The Privacy Regulation 2013, made under the Privacy Act, also commenced on 12 March 2014.

Ballistic Training Solutions ensures no Student information is disclosed without the Student's consent, except as required by law or in adherence to the SNR. Student consent must be obtained in writing from the Student, unless the Student is under the age of 18 years, in which case written consent from their parent or guardian must be obtained. Consent to disclosure of information forms and / or letters will be recorded.

Recognise Qualifications of Another RTO

Ballistic Training Solutions will recognise all AQF qualifications and statements of attainment issued by any other RTO, upon confirmation by the issuing RTO or Registrar. Ballistic Training Solutions requires a signed and dated Authority to Release Information Form to be completed by each student to enable the certification to be verified and authenticated by the issuing RTO. This form will be made available to all students presenting documentation and seeking to have certification recognised for credit transfer purposes, RPL evidence or pre-requisite needs. An administrative processing fee for qualification/SOA and RTO Verification process is outlined in the Fee schedule.

Procedure for Recognition of Qualifications

Students enrolling with Ballistic Training Solutions will be made aware of the recognition of qualifications policy by Ballistic Training Solutions staff at the time of enrolment to offer the opportunity of recognition of relevant qualifications or statements of attainment prior to the commencement of training. Ballistic Training Solutions trainers will remind Students of the policy progressively throughout the duration of their course.

When a Student presents an AQF qualification or statement of attainment to a trainer or staff member, a copy of the certificates will be taken and submitted to Ballistic Training Solutions for verification with the Authority to Release Form. Ballistic Training Solutions will follow their procedure to verify the authenticity of the qualification or statement of attainment.

The verified copy of the qualification or statement of attainment is placed in the Student's file. Once verification of the qualification or statement of attainment has been established, Ballistic Training Solutions staff will inform the Student and offer exemption from the relevant unit(s) of competency. Staff will ensure the Student is aware of and understands what component(s) of their training and assessment are affected.

Ballistic Training Solutions staff will update the Student's records accordingly.

Credit Transfer

Credit transfer refers to the transferral of academic credit obtained by Students through participation in courses or national training package qualifications with other RTOs, towards a qualification offered by Ballistic Training Solutions. Credit transfer is granted on the basis that the credit validates the Student's competency within the relevant qualification / unit of competence. Credit transfer of a qualification / unit of competence is available to all Students enrolling in any training program offered by Ballistic Training Solutions. Learners may not apply for credit transfer for units of competency or qualification which are not included in our scope of registration. An Authority to Release Form is required to be completed as part of the credit transfer process. An administrative processing fee for qualification/SOA and RTO Verification process is outlined in the Fee schedule.

Unique Student Identifier

The [Unique Student Identifier \(USI\)](#) scheme, enabled by the Student Identifiers Act 2014, allows students to access a single online record of their VET achievements. The scheme also allows for reliable confirmation of these achievements by employers and other RTOs. The online system provides each student with a USI.

The USI scheme will provide a national online authenticated record of student's training attainment and will serve as a building block for a range of vocational education and training reforms. Over time, the ability of students to access and share their training records will make enrolment processes more efficient for training providers and students. Training providers will have access to an online information source to manage student transfers between training providers, and the assessment of credit transfer and pre-requisites.

Ballistic Training Solutions will only issue a qualification or statement of attainment to a student after the student has provided a verified USI or Ballistic Training applies for a USI on behalf of the student. To avoid any delays in issuing certification documentation Ballistic Training will ensure that student's USIs are applied for or verified USI at the time of enrolment.

Ballistic Training Solutions will protect the security of all information related to USIs. Security measures are in place to protect both digital and hard-copy records from loss, damage or unauthorised access. Ballistic Training stores paper-based records in locked cabinets. Digital records are backed up on a Cloud system. All AQF certification documentation issued by Ballistic Training Solutions is kept for 30 years. Where a qualification or statement of attainment is recorded in the USI scheme, Ballistic Training does not retain additional records to demonstrate this because the required records will exist within the USI scheme.

When reporting data about the training, each record of nationally recognised training that is provided to the national centre for vocational education research (NCVER) national VET provider collection will have a USI attached. This USI will be used to draw down on this data collection in real time. This means that, in the future, students will be able to draw down a record of their VET achievements from one place. They can view this online or they can use the data to develop a transcript that they can attach to a job application, for example.

The USI will be increasingly useful for Ballistic Training Solutions when the data builds, Ballistic Training Solutions (with the student's permission) will be able to draw down information about that student's previous VET attainments throughout Australia. This will assist with assessing student's admission to courses, for credit transfer and in some circumstances, their eligibility for funding. More information is available from the [Department of Industry's website](#) where a comprehensive [video](#) outlines the USI scheme for Ballistic Training Solutions staff.

TRAINING AND ASSESSMENT

Ballistic Training Solutions is committed to delivering high quality training and assessment services that exceed the expectations of their Students. To ensure this, Ballistic Training has implemented processes for data collection and analysis within its operations that ensure the continuous improvement of training and assessment. Continuous improvement measures in this area respond to the results of data analysis and involve all internal and external stakeholder groups. The quality and continuous improvement policy and procedure defines the methods of data collection and analysis. In order to provide high quality outcomes to their clients and Students, Ballistic Training Solutions ensures that strategies for training and assessment are developed with effective consultation with industry and stakeholders.

Principles of Training and Assessment

Training and assessment strategies developed by Ballistic Training Solutions will adhere to the following principles:

- Training and assessment strategies are developed for each qualification / unit of competency that will be delivered and assessed
- All training programs will require the development of a training and assessment strategy for full and partial completion of a qualification
- Each training and assessment strategy will be developed in consultation with industry representatives, trainers, assessors and key stakeholders
- Training and assessment strategies will reflect the requirements of the relevant training package and will identify target groups
- Training and assessment strategies will be validated annually through the internal review procedures

Quality training and assessment principles

Ballistic Training Solutions will apply the *Principles of Assessment and the Rules of Evidence*.

Principles of assessment

To ensure quality outcomes, assessment should be:

- Fair
- Flexible
- Valid
- Reliable

Fair

Fairness in assessment requires consideration of the individual Student's needs and characteristics, and any reasonable adjustments that need to be applied to take account of them. It requires clear communication between the assessor and the Student to ensure that the Student is fully informed about, understands and is able to participate in the assessment process, and agrees that the process is appropriate. It also includes an opportunity for the person being assessed to challenge the result of the assessment and to be re-assessed if necessary.

Flexible

To be flexible, assessment should reflect the Student's needs; provide for recognition of competencies no matter how, where or when they have been acquired; draw on a range of methods appropriate to the context, competency and the Student; and support continuous competency development.

Valid

Assessment is valid when the process is sound and assesses what it claims to assess.

Validity requires that:

- Assessment against the units of competency must cover the broad range of skills
- Knowledge that are essential to competent performance
- Assessment of knowledge and skills must be integrated with their practical application
- Judgement of competence must be based on sufficient evidence (that is, evidence gathered on a number of occasions and in a range of contexts using different assessment methods). The specific evidence requirements of each unit of competency provide advice on sufficiency

Reliable

Reliability refers to the degree to which evidence presented for assessment is consistently interpreted and results in consistent assessment outcomes. Reliability requires the assessor to have the essential competencies in assessment and relevant vocational competencies (or to assess in conjunction with someone who has the vocational competencies). It can only be achieved when assessors share a common interpretation of the assessment requirements of the unit(s) being assessed.

Rules of Evidence

These are closely related to the principles of assessment and provide guidance on the collection of evidence to ensure that it is:

- Valid
- Sufficient
- Authentic
- Current

Valid

Assessment is valid when the process is sound and assesses what it claims to assess.

Validity requires that:

- Assessment against the units of competency must cover the broad range of skills
- Knowledge that are essential to competent performance
- Assessment of knowledge and skills must be integrated with their practical application
- Judgement of competence must be based on sufficient evidence (that is, evidence gathered on a number of occasions and in a range of contexts using different assessment methods). The specific evidence requirements of each unit of competency provide advice on sufficiency

Sufficient

Sufficiency relates to the quality and quantity of evidence assessed. It requires collection of enough appropriate evidence to ensure that all aspects of competency have been satisfied and that competency can be demonstrated repeatedly. Supplementary sources of evidence may be necessary. The specific evidence requirements of each unit of competency provide advice on sufficiency.

Authentic

To accept evidence as authentic, an assessor must be assured that the evidence presented for assessment is the Student's own work.

Current

In assessment, currency relates to the age of the evidence presented by a Student to demonstrate that they are still competent. Competency requires demonstration of current performance, so the evidence collected must be from either the present or the very recent past.

Connecting Training and Assessment with the Workplace

To maximise the outcomes for Students, Ballistic Training Solutions ensures that every opportunity to connect training and assessment with the workplace is utilised. Opportunities will be developed in consultation with the relevant workplace personnel and responsibilities clearly communicated to all involved.

To identify a range of delivery and assessment methods that meet a variety of needs, an ongoing schedule of industry liaison and consultation will be adhered to. These consultations will be documented with meetings and memorandums acknowledged by those industry and enterprise representatives involved in consultation relative to the development of assessment strategies.

Students enrolled in a traineeship program will normally be working for an employer within the industry. In some circumstance's employers may offer a contribution towards the cost of training and assessment, which is encouraged by Ballistic Training Solutions.

Ballistic Training Solutions will:

- Involve workplace personnel in planning workplace programs, where they are relevant to the training and assessment program
- Ensure that the training and assessment program makes full use of opportunities at the workplace
- Monitor each Student's progress and the support provided to them by workplace personnel
- Consult with workplace personnel in the development of workplace training and assessment processes
- Inform workplace personnel of their training and assessment roles and responsibilities, and accept these responsibilities, where relevant to the training and assessment program
- Monitor support provided to each Student by workplace personnel
- Monitor the Student's progress

Information from workplace personnel is used to continuously improve training and assessment. A number of programs that engage employers or other parties who contribute to each learner's training, assessment and support services to meet their individual needs are available. Refer to 4.5 (Apprenticeships and Traineeships) below for examples of programs, government initiatives and opportunities for employers to be engaged with training and assessment.

Assessment Policy

Ballistic Training Solutions acknowledges the critical role that assessment plays in determining the competency of Students. In developing the assessment (including RPL) for each qualification and unit of competence, the CEO will ensure:

- Compliance with the assessment guidelines from the relevant training package, qualification and unit of competence of accredited course
- Assessment leads to a qualification or statement of attainment under the Australian Qualifications Framework (AQF)
- Assessment complies with the principles of competency-based assessment and informs the Student of the purpose and context of the assessment
- The rules of evidence guide the collection of evidence to support the principles of validity and reliability
- The application of knowledge and skills is relevant to the standard expected in the workplace, including skills for managing work tasks, contingencies and the job environment
- Timely and appropriate feedback is given to Students
- Assessment complies with Ballistic Training's access and equity policy
- All Students have access to re-assessment on appeal

Ballistic Training Solutions implements an assessment system that ensures that assessment (including Recognition of Prior Learning) complies with the assessment requirements of the relevant training package or VET accredited course. Ballistic Training Solutions recognises that each unit of competency contains assessment requirements relating to; performance evidence, knowledge evidence and assessment conditions.

RECOGNITION OF PRIOR LEARNING

Recognition of prior learning means recognition of competencies currently held, regardless of how, when or where the learning occurred. These competencies may be attained through any combination of formal or informal training and education, work experience or general life experience. In order to grant RPL, the assessor must be confident that the Student is currently competent against the endorsed industry or enterprise competency standards or outcomes specified in Australian Qualifications Framework accredited courses. The evidence may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples. The assessor must ensure that the evidence is authentic, valid, reliable, current and sufficient.

Ballistic Training Solutions appreciates the value of workplace and industry experience and recognises that Students will acquire vocational skills and knowledge from a variety of sources other than formal training. These skills are legitimate irrespective of how they were acquired and the RPL process is designed to provide validation of such relevant skills.

Ballistic Training Solutions' Recognition of Prior Learning Process

Recognition of Prior Learning (RPL) is an assessment process that assesses an individual's formal, non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and / or partial or total completion of a VET qualification.

The recognition of prior learning (RPL) process will be offered to and explained to all relevant Students. All Students will have access to Ballistic Training Solutions' RPL policy which is contained in the Ballistic Training Student handbook and is available on request.

Students who believe they have already obtained current skills and knowledge that would otherwise be covered in the qualification / unit of competence for which they intend to attain, should apply for RPL at the time of enrolment. The Student's skills and knowledge will be assessed and validated, and where appropriate, units of competency acknowledged, and face-to-face training reduced.

Evidence supplied to demonstrate currency of competency should be from within the past 2 years and link to the individual competency requirements for each unit of competency.

As part of the Ballistic Training Solutions enrolment policy, trainers will advise Students of the availability of RPL policy, explain what the process involves and how it relates to the attainment of the qualification in some circumstances. Trainers will remind Students of this option progressively throughout their time in training, in order to provide multiple opportunities for Students to engage in the RPL process.

When approached by a student seeking RPL, trainers will:

- Provide the student with copies of an RPL application form
- Provide the student with information about the types of evidence that can be used to support an RPL application

Recognition of prior learning fee

The student will be charged the scheduled course fee or specified RPL specific fee as defined in the product offering. This includes the initial application, consultation either in person or via phone with the suitably qualified assessor, the RPL assessment and (if successful) certification.

Where the student is not able to achieve the full qualification through RPL and gap training is required, a training plan and costing structure will be mutually agreed upon. The basis of the cost structure will be pro-rata on a unit by unit basis based on the scheduled course fee.

CLIENT SERVICES

Ballistic Training Solutions is committed to delivering high quality services that support students throughout their training and assessment. This commitment is based on a client focused operation that produces the best possible outcome for students. Ballistic Training Solutions will ensure students are informed of the services they are to receive, their rights and obligations, and the responsibilities of the RTO. Students who undertake training with Ballistic Training Solutions receive every opportunity to successfully complete their chosen training program. Ballistic Training Solutions will provide students with information prior to commencement of services including any subcontracting arrangements affecting the delivery of training and/or assessment.

Student advice

Ballistic Training Solutions takes a systematic approach to establish and recognise the needs of each client. It is a requirement that all staff members do their utmost to meet the needs of students. Where a student's need is outside the scope or skill of the organisation they will be referred to an appropriate service or an alternate training organisation.

Ballistic Training Solutions delivers specialised training and assessment services¹. As such, it is vital that all students are informed of and understand the extent of the training course that they are enrolling in. Ballistic Training Solutions has in place a process and mechanism to provide all clients information about the training, assessment and support services to be provided, and about their rights and obligations, prior to enrolment or entering into an agreement.

¹ Services include:

- (a) Pre-enrolment materials.
- (b) Study support and study skills programs.
- (c) Language, Literacy and Numeracy (LLN) programs or referrals to these programs.
- (d) Equipment, resources and/or programs to increase access for students with disabilities.
- (e) Learning resource centres.
- (f) Mediation services or referrals to these services.
- (g) Flexible scheduling and delivery of training and assessment.
- (h) Counselling services or referrals to these services.
- (i) Information technology (IT) support.
- (j) Learning materials in alternative formats, for example, in large print; and
- (k) Learning and assessment programs customised to the workplace.

In summary, Ballistic Training Solutions will provide:

- Training programs and services that promote inclusion and are free from discrimination
- Support services, training, assessment and training materials to meet the needs of a variety of individual Students
- Consideration of each individual's needs to provide the best opportunity for skill development and attainment of qualifications that can lead to further training or employment
- Opportunity for consultation between staff and Students so that all aspects of individual circumstances can be taken into consideration when planning training programs
- Consideration of the views of Students' community, government agencies and organisations, and industry when planning training programs
- Access to information and course materials in a readily available, easily understood format
- Information to assist Students in planning their pathway from school or the community to vocational education and training

Student information policy

Ballistic Training Solutions will provide all relevant information and directions to each student prior to enrolment as part of the student induction to enable the student to make informed decisions about undertaking training with Ballistic Training Solutions. This information will be clear and readily available in print or referral to an electronic copy. This will include details required to source the Ballistic Training Solutions student handbook, available as PDF document on Ballistic Training Solutions website: www.ballistic.edu.au

Ballistic Training Solutions will provide the following information specific to each student:

- the code, title and currency of the AQF qualification, skill set or VET course to which the student is to be enrolled, as published on the National Register
 - a) the services the RTO will provide to the student including the:
 - estimated duration of the services
 - expected locations at which the services will be provided
 - expected modes of delivery
 - name and contact details of any subcontractor which will provide training and assessment to the student
- the student's obligations including any requirements that Ballistic Training Solutions requires the student to meet to enter and successfully complete their chosen AQF qualification, skill set or VET course
- any materials and equipment that the student must provide, the educational and support services available to the student

Where there are any changes to agreed services, Ballistic Training Solutions will advise the student as soon as practicable, including in relation to any new third-party arrangements or a change in ownership or changes to existing third party arrangements.

Client Selection and Enrolment Procedure

Client selection

Enrolment and admission into some Ballistic Training Solutions training programs is subject to meeting certain prerequisite conditions and / or entry requirements. Specific details of the prerequisites pertaining to these training programs are contained in individual course documentation and are made available prior to enrolment. In the case that a potential Student does not meet the prerequisite conditions and / or entry requirements, Ballistic Training staff will endeavour to assist them in understanding their options in regard to meeting the standards. Any questions regarding these arrangements can be addressed by trainers or Ballistic Training Solutions Management.

Enrolment

The enrolment procedure commences when a Student makes contact with Ballistic Training Solutions expressing interest in a training program(s). Ballistic Training staff will respond by dispatching by suitable means an enrolment form, Student handbook, literature on the program(s) being considered and any other documentation which may be relevant.

Enrolment applications will then be assessed to ensure that the Student meets any prerequisites and / or entry requirements that have been set for the selected course. Students will be informed of successful enrolment and sent information on the course and their course induction. Students who do not meet the prerequisites for the selected course will be notified of their unsuccessful enrolment and invited to contact Ballistic Training Solutions to discuss their training needs and alternative opportunities.

Completion of enrolment form and pre course questionnaire and documentation **does not** constitute enrolment into a course or program with Ballistic Training Solutions. BTS enrolment acceptance includes but is not limited to:

- Meeting any pre-requisite requirements
- Possessing any licencing or accreditation requirements
- Agreed Training plan meeting student needs, packaging requirements and BTS training and Assessment Strategy
- Package currency and availability (TGA)
- Payment of invoiced deposit, enrolment or relevant fees
- Completion of all eligibility, documentation and pre course assessment requirements including LLN

Ballistic Training Solutions is committed to ensuring the highest levels of service to clients, industry and students, where a student is unable to meet the entry, enrolment or package requirements BTS will notify and assist with the students understanding of these requirements.

Welcome letter

As part of the student engagement and onboarding process to support to enrolling Students, Ballistic Training Solutions will send a welcome letter to the Student prior to the commencement of training. Information includes training details, contact details and other relevant information for the Student and their study format / style of training to be provided.

In addition, Students are asked to complete a pre-course evaluation checklist. Questions on this checklist are intended to gain more information regarding the needs of the Student. Ballistic Training staff will evaluate the information submitted in the checklist and either make necessary changes to meet the Student's needs or have a discussion with the Student regarding his / her needs.

Pre-course evaluation checklist

A pre-course evaluation of each Student is conducted. Questions are designed to identify the Student's needs, so Ballistic Training Solutions staff members can evaluate any requirements the Student may have to improve his / her learning experience and outcome. These questions are integrated within the enrolment form.

The designated Ballistic Training Solutions staff member will receive and assess each Student's pre-course evaluation checklist. Based on the information in the checklist, the enrolment form, interview, induction and any other relevant correspondence and conversation, Ballistic Training Solutions staff and management may offer additional support.

Examples of the support services may include:

- Study support and study skills programs
- Language, literacy and numeracy (LL&N) programs or referrals to appropriate programs
- Equipment, resources and / or programs to increase access for Students with disabilities
- Learning resource centres
- Mediation services or referral to appropriate services
- Flexible scheduling and delivery of training and assessment
- Counselling services or referral to appropriate services
- Information technology support
- Learning materials in alternative formats i.e. large print
- Learning and assessment programs customised to the workplace

Induction

On successful completion of the enrolment process, all Students will undergo an induction program including:

- Introduction to Ballistic Training Solutions staff
- Confirmation of the course being delivered
- The training and assessment procedures including method, format and purpose of assessment
- Qualifications to be issued
- Access to Student handbook provided

Access and Equity

Ballistic Training Solutions is committed to practicing fairness and equal opportunity for all current and potential Students to access and participate in learning, and to achieve their learning outcomes regardless of age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location that may present a barrier to access, or any other perceived difference in class or category. Ballistic Training Solutions ensures that its practices are as inclusive as possible and do not unreasonably prevent any clients from accessing its services. Ballistic Training will address access and equity matters as a nominated part of operational duties.

If a Student identifies with one (1) or more of the following priority groups, he / she may be able to receive additional assistance:

- Aboriginal and / or Torres Strait Islander people
- Carers of people who are ill, aged or who have a disability
- People with a disability
- Young people aged 15 to 25
- Australian South Sea Islanders
- Parental job seekers
- People with English language, literacy and numeracy needs
- Mature aged workers who require up skilling
- Long term unemployed and disadvantaged jobseekers
- People from different cultural and ethnic backgrounds
- People who speak a language other than English

Ballistic Training Solutions has developed this quality management and operational framework to guide and inform all staff and students in their obligations regarding access and equity. Upon induction into Ballistic Training Solutions, all staff is provided with copies of the policies which they must adhere to throughout all their operations as a Ballistic Training Solutions staff member. Students are made aware of the access and equity policy via the Ballistic Training Solutions student handbook and informed of their rights to receive access and equity support and to request further information.

Ballistic Training Solutions access and equity policies are in place to ensure that training opportunities are offered to all people on an equal and fair basis in all circumstances, irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

Practicing these policies will guarantee that any student who meets Ballistic Training Solutions entry requirements will be accepted into any training programs. If any student or staff member have issues or questions regarding access and equity, or believes they have been treated unfairly, they will be directed to Ballistic Training Solutions' Management for consultation.

Language, Literacy and Numeracy Assistance

Ballistic Training Solutions course information and learning materials contain written documentation and limited numerical calculations. Ballistic Training Solutions recognises that not all Students will have the same level of ability in relation to reading, writing and performing calculations. When an issue is identified by Ballistic Training Solutions staff or requested by a Student, a language, literacy and numeracy test will be provided to assess the Student's ability. This process is to ensure that all Students who commence a training program possess the skills required to understand the presented material and complete assessments.

The assessing of LLN requirements will be conducted for all Students enrolling with Ballistic Training Solutions through level entry LLN assessments in line with the level of AQF qualification or unit of competency. The outcome of the LLN Assessment will enable trainers and assessors to implement appropriate strategies to assist the students who need LLN assistance while maintaining confidentiality and fairness. All training staff have the required knowledge and skills to manage LLN issues.

Ballistic Training Solutions will endeavour to provide assistance to Students having difficulty with language, literacy or numeracy to accommodate their needs. In the event that a Student's needs exceed the ability of Ballistic Training staff to assist, the Student will be referred to an external support agency, so they have the opportunity to obtain the skills required to complete the training program.

Language, Literacy, and Numeracy - LLN

Language: Is the method of human communication, either spoken or written, consisting of the use of words in a structured and conventional way, including any nonverbal method of expression or communication such as a language of gesture and facial expression

Literacy: Is the capacity, confidence and disposition to use language in all its forms. Literacy incorporates a range of modes of communication including music, movement, dance, storytelling, visual arts, media and drama, as well as talking, listening, viewing, reading and writing

Numeracy: Numeracy involves using some mathematics and to achieve some purpose using the numbers in a context.

Student support

Student support policy

Ballistic Training Solutions will make all reasonable effort and utilise a variety of available methods to assist all students in their efforts to complete training programs. Ballistic Training Solutions will determine the support needs of individual students and provides access to the educational and support services necessary for the individual student to meet the requirements of the AQF qualification, skill set, or VET course as specified in training packages or VET accredited courses. Ballistic Training Solutions will continue to develop strategies to make support available where gaps are identified.

Trainers are responsible for ensuring that all students are aware they can contact their trainer or other Ballistic Training staff members in the event that they are experiencing difficulties with any aspect of their studies. Staff will ensure students have access to the full resources of Ballistic Training Solutions to assist them in achieving the required level of competency in all nationally recognised qualifications.

In the event that a student is experiencing personal difficulties, training staff will encourage the student to contact Ballistic Training Solutions who will provide discreet, personalised and confidential assistance as according to the nature of the difficulties.

In the event that a student's needs exceed the capacity of the support services Ballistic Training Solutions can offer, they will be referred to an appropriate external agency. Extensive information regarding support agencies, resources and services may be sourced online. Ballistic Training Solutions staff members will assist students to source appropriate support.

Flexible delivery and assessment procedures

Ballistic Training Solutions recognises that some people are better suited to learning via teaching methods not usually obtained in the traditional classroom setting. With some minor adjustments to teaching and assessment methods, a Student who is experiencing difficulty learning and achieving the desired results in the traditional setting may show considerable improvements.

The staff and management of Ballistic Training Solutions respect these differences among Students and will endeavour to make any necessary adjustments to their methods in order to meet the needs of a variety of Students. For example, the inability to complete a written assessment will not be interpreted as a sign of incompetence, provided the Student can verbally demonstrate competency.

Acceptable adjustments to teaching and assessment methods may include but are not limited to; having a trainer read assessment materials to Students, having a Student's spoken responses to assessment questions recorded or allowing a Student to sit for an assessment alone in a different room.

Ballistic Training Solutions staff will pursue any reasonable means within their ability to assist Students in achieving the required competency standards. In the event that a Student's needs exceed the capacity of the support services Ballistic Training Solutions can offer, they will be referred to an appropriate external agency.

Reasonable adjustment

Reasonable adjustment means adjustments that can be made to the way in which evidence of Student performance can be collected. Whilst reasonable adjustments can be made in terms of the way in which evidence of performance is gathered, the evidence criteria for making competent / not yet competent decisions (and / or awarding grades) should not be altered in any way. That is, the standards expected should be the same irrespective of the group and / or individual being assessed; otherwise comparability of standards will be compromised.

Trainer Assessor Contact Methods

Ballistic Training Solutions trainer and assessors are available via phone and email per details supplied at time of student enrolment or induction or introduction of new trainer.

Field assessment bookings and activities (where applicable) will be arranged with the student and/or the employer depending on the type of training and or assessment being undertaken.

General contact hours for trainer and assessors is identified between 9am and 5pm Weekdays however flexibility based on travel and field assessment and training activities should be incorporated.

It is suggested the best method of contact with your trainer/assessor is via email in the first instance and further contact and discussion can be arranged from there as needed.

If you have not heard back from your trainer/assessor within 5 days students should escalate their request via emailing info@ballistic.edu.au where the matter can be escalated and followed up for action as a priority.

Training and Assessment Flexibility During Time of Change

Ballistic Training Solutions recognises the significant impact on students, business and industry in times of significant disruption and change such as a community Pandemic outbreak.

Ballistic Training Solutions adopts a supportive collaborative approach to ensuring that remote training and assessment services are available to students whilst ensuring legislative requirements and safety measures are maintained.

Where periods of social disruption occur Ballistic Training Solutions will work with students, industry and employers in tailoring the delivery and assessment strategies to ensure robust training and assessment strategies are maintained and update relevant training plan and delivery plan records accordingly.

Electronic Conferencing and Workshops

Electronic remote workshop, conferencing and calls may be used as a strategy in such instances to reduce travel and face to face activities whilst maintaining the level of support and integrity of the training and assessment process.

Ballistic Training Solutions will ask attendees on such conferences to provide proof of their identity linked to the enrolment documentation to verify each individual's details prior to commencement.

Mail and emailing of Resources

Ballistic Training Solutions may also use email and general surface mail to send materials to students in such instances. Where possible materials will be sent well in advance of the scheduled training/assessment activity however delivery timeframes are outside Ballistic Training Solutions direct control.

Students may also send their assessments, materials and evidence (at their own cost) in for assessor review via registered post to support their study progression and feedback on current activities.

Material Requests – Electronic

Materials being sent or received are covered by intellectual property and copyright legislation and are for use in the training and assessment delivery for the specific student only.

Materials requests will generally be arranged in coordination with your Trainer/Assessor based on progression and completion against the agreed student training plan.

Submitting Assessment Records and Authenticity

All student must complete an assessment declaration when lodging assessment materials through in person, electronic or postal methods.

Where records are submitted via post/electronic methods, the student needs to retain evidence of the lodgement correspondence (email) or postage via registered post to Ballistic Training Solutions.

Student Progress Reporting

Ballistic Training Solutions can provide students and employers (where authorised) with updates on training and assessment progression where this has been requested in writing.

To request a progress update, Students need to send an email from their enrolment registered email address to info@ballistic.edu.au requesting an update of their progress to date. A limit of one progress update per month is available AFTER 3 Months has expired from their commencement date.

Ballistic Training Solutions may provide intermittent feedback on student performance against training plan expectations where it is identified that there may need to be changes considered to achieve the required qualification outcomes.

APPRENTICESHIPS AND TRAINEESHIPS

Ballistic Training Solutions recognises that apprenticeships and traineeships are beneficial strategies for training and developing new and existing staff. Since much of the training is in the workplace, the skills an apprentice or trainee acquires are customised to the specific needs of an organisation. Furthermore, employers may be eligible for various government financial incentives to assist with employing an apprentice or trainee.

State and Territory governments are responsible for all aspects of their training systems, including Australian Apprenticeships policy, priorities, regulatory and administrative arrangements. It also includes determining what qualifications are suitable for Australian Apprenticeships in each state or territory, approving registered training organisations to deliver them and distributing public funds to registered training organisation for training delivery.

Full-time apprentices and trainees work and train full-time, usually from 36 to 38 hours a week. Part-time apprentices and trainees work and train no less than 15 hours per week, averaged over a four-week cycle.

School based apprenticeships/traineeships require the school's agreement and a work commitment of undertaking 375 hours (50 days) paid work per 12 months of nominal term, e.g. if the nominal term is 24 months full time, 750 hours (100 days) would be required to meet the minimum requirements. The school timetable will be impacted to allow for apprenticeship/traineeship work/training needs. All changes to school, attendance or work must be notified to the Department.

Traineeships vary in length from 12 months to three years, while apprenticeships are generally three to four years in length. The term of a part-time apprenticeship or traineeship is generally double that of the full-time term, completion is dependent upon when the apprentice or trainees has successfully gained all knowledge, skills and competencies required.

Training Plan

Ballistic Training Solutions will develop a training plan after consultation with the Student and where applicable the Employer/Supervisor of all Trainees/Apprentices. This plan will be used for delivery of training and assessment in accordance with the qualification packing rules. The employer of an apprentice/trainee must therefore provide adequate facilities, range of work, supervision and the on-the-job training for the agreed training plan with Ballistic Training Solutions.

The employer, trainee should regularly discuss the progression of the trainee through their competencies outlined in the training plan with the Trainer and Assessor to assist in ensuring that reasonable progress is occurring. If it is noted that that the trainee is not making reasonable progress under the training plan, this should be reported to Ballistic Training Solutions, or the assigned trainer.

If the employment arrangements do not comply with the Act, then Ballistic Training Solutions will not commit to the training plan and will advise the employer, the Australian Apprenticeship Support Network and the Queensland Department of Education and Training immediately.

Workplace Training Record Book (Logbook)

Ballistic Training Solutions will provide a training record book as a printed booklet, the employer has an obligation to provide the necessary training in the workplace (on-the-job/workplace tasks). The purpose of a training record is to record this training.

The training record will include signatures and dates for each unit of competency. The Employer's signature supports that the apprentice or trainee is competent in the workplace for the unit of competency to industry and company standards.

On the occasional instance that a workplace cannot offer the full range of work required for the qualification it is possible for the employer and SRTTO to agree that a unit of competency can be undertaken either through a temporary transfer or, provided the training package permits, in a simulated environment that effectively mirrors the workplace requirements. In instances where the unit is simulated the training record book will reflect this change of environment or workplace.

The apprentice's or trainee's signature supports that they agree that they have the ability to competently perform the workplace tasks for the unit of competency.

Ballistic Training Solutions' Trainer's signature supports that formal training in the underpinning knowledge and skills has been completed.

Once the apprentice or trainee has acquired the underpinning knowledge and skills, and the employer is satisfied of the apprentice's or trainee's competence to industry and company standards (i.e. completed the on-the-job component/workplace tasks), Ballistic Training Solutions is responsible for making a decision on whether competency has been achieved by undertaking an assessment process.

Workplace Journals

Ballistic Training Solutions provide a Workplace Journal for students to complete, this is where Student's selected qualification meets the workplace. It is where Ballistic Training Solutions have taken key concepts and ideas from a unit of competency and help create connections between content and the Student's everyday job role.

The Workplace Journal includes:

- Reflection – Done at the start of and again at the end of the process, this is where the Student is encouraged to really think about the content of the unit and how it will fit into the work/life after this program
- Supplementary Revision Questions – These questions focus on the link between the units' content and the workplace
- Third Party Report – This is where a Supervisor or Manager uses their own experience and knowledge of industry standards to analyse the Student's ability to apply the content of this unit to the current job role.
- Feedback – As a Training Organisation we value the feedback from our Students and clients and see it as an integral part of our continuous improvement process
- Assessment Submission Declaration – This needs to be completed and signed when submitting the complete assessments

Discipline

Ballistic Training Solutions makes every effort to practice cooperation and mutual respect in all internal and external dealings to uphold high quality, professional training and assessment services. The same disciplined behaviour is expected of Students as a contribution to a functional learning environment, and as a sign of respect to staff and fellow Students.

Professional Behaviour

Ballistic Training Solutions management encourage any trainer or staff member who is dissatisfied with the behaviour or performance of a Student has the authority to:

- Warn the Student that their behaviour is unsuitable, or
- Ask a Student to leave the class, without refund or acceptance into another course, or
- Immediately cancel the class.

If a student wishes to object or lodge an appeal against the disciplinary action taken, they have the right and opportunity to follow the Ballistic Training Solutions complaint procedure.

Ballistic Training Solutions staff are expected to maintain a professional and ethical working relationship with all other staff members, management and Students. Breaches of the disciplinary standards will result in discussion between the relevant trainer and Ballistic Training Solutions, and appropriate action will be taken.

Plagiarism

Definition

Plagiarism is the "wrongful appropriation" and "purloining and publication" of another author's "language, thoughts, ideas or expressions," and the representation of them as one's own original work.

Policy

Plagiarism is considered academic dishonesty and a breach of journalistic ethics. It is subject to sanctions like expulsion. It is quite reasonable to research material in the course of undertaking assessment. All sources, however, must be clearly referenced. Ballistic Training Solutions' CEO takes a very strict approach to plagiarism and proven incidents will not be tolerated.

COMPLAINTS AND APPEALS

Ballistic Training Solutions has a defined complaints and appeals process that will ensure learners' complaints and appeals are addressed effectively and efficiently.

Ballistic Training Solutions strives to ensure that each Student is satisfied with their learning experience and outcome. In the unlikely event that this is not the case, all Students have access to rigorous, fair and timely complaint and appeal processes which are outlined in this section of the policy and procedures document. Any complaints or appeals will be reviewed as part of the continuous improvement process and where corrective action has been highlighted, it will be implemented as a priority.

Complaints Procedure

A complaints procedure is available to all persons wishing to make a complaint, appeal or any other manner of objection in relation to the conduct of Ballistic Training Solutions. The complaints procedure will address both formal and informal complaints. All formal complaints must be submitted in writing to Ballistic Training Solutions management and will be heard and addressed, including a response to the aggrieved person, within five (5) working days of receipt.

Ballistic Training Solutions management will maintain a complaint register to document the course of action and resolution of all formal complaints. All complaints substantiated by the complaint's procedure will be reviewed as part of the Ballistic Training Solutions continuous improvement procedure.

It is the responsibility of Ballistic Training Solutions management to ensure adherence to the complaint procedure and that resolution is sought in all reasonable circumstances. This includes informing and assisting Students with the complaint's procedure and supply of complaint forms.

If the student is still not satisfied with the resolution of the complaint after following and exhausting the complaints procedure, the Student may contact a third-party representative to review the details of their complaint and the handling and outcome of the process with Ballistic Training Solutions.

Ballistic Training Solutions utilises the Australian Council for Private Education & Training (ACPET) as a provider of Third-Party Support Services to student's clients as part of its Association.

Further Details is available via the ACPET website located at:
<http://www.acpet.edu.au/contact/> or via toll free phone at 1800 657 644.

Following engagement of a third party, if the student is still not satisfied with the resolution of the complaint after following and exhausting the complaints procedure, the Student may contact ASQA and lodge a written complaint.

The form may be submitted by mail to:
Complaints Team
Australian Skills Quality Authority
PO BOX 9928
Sydney NSW 2001

Or via email to: complaints.team@asqa.gov.au

Appeals

The Ballistic Training Solutions appeals process is concerned with a Student's right to request change to decisions or processes of an official nature, usually in relation to academic or procedural matters.

In the case of a student's appeal against specific assessment decisions, the Student should first discuss the decision(s) with the relevant trainer or assessor and request re-evaluation. The trainer or assessor will hear the Student's appeal, make fair judgement to the best of their ability as to whether change(s) are required and then discuss their final decision with the Student.

If the student is still dissatisfied with the trainer or assessor's decision, they have the right to take the appeal to the management team. The formal notice of appeal is required to comply with the following principles upon submission to management:

- The notice of appeal should be in writing, addressed to Ballistic Training Solutions for referral to the management team and submitted within five (5) days of notification of the outcome of the trainer or assessor's re-evaluation process.
- The notice of appeal must be submitted within the specified timeframe otherwise the original result will stand. If a Student's appeal needs to be deferred due to emergency circumstances, such as in the case of serious illness or injury, a medical certificate supporting the case must be forward to management. The notice of deferral must be submitted within three (3) working days of the conclusion date displayed on the medical certificate.

It is the responsibility of Ballistic Training Solutions management to ensure adherence to the appeal procedure and that resolution is sought in all reasonable circumstances. This includes informing and assisting Students with the appeal procedure and supply of appeal forms.

All appeals will be reviewed at the monthly management meeting and, if appropriate, result in a continuous improvement process.

If the student is still not satisfied with the resolution of the complaint & Appeal after following and exhausting the complaints and appeals procedure, the Student may contact a third-party representative to review the details of their appeal and the handling and outcome of the process with Ballistic Training Solutions.

Ballistic Training Solutions utilises the Australian Council for Private Education & Training (ACPET) as a provider of Third-Party Support Services to Students as part of its Association.

Further Details is available via the ACPET website located at:
<http://www.acpet.edu.au/contact/> or via toll free phone at 1800 657 644.

Following engagement of a third party, if the student is still not satisfied with the resolution of the complaint/appeal after following and exhausting the complaints/ appeals procedure, the Student may contact ASQA and lodge a written complaint.

The form may be submitted by mail to:
Complaints Team
Australian Skills Quality Authority
PO BOX 9928
Sydney NSW 2001

Or via email to: complaints.team@asqa.gov.au

Complaints / Appeals Procedure

All persons wishing to make a complaint, appeal or any other manner of objection in relation to the conduct of Ballistic Training Solutions have access to the following procedure:

Informal complaint / appeal:

- An initial complaint or appeal will involve the Student communicating directly with Ballistic Training Solutions verbally or by other appropriate means. Ballistic Training Solutions management will make a decision, discuss their judgement with the Student and record the outcome of the complaint or appeal
- Students dissatisfied with the outcome of Ballistic Training Solutions' decision may initiate the formal complaint procedure

Formal complaint / appeal:

- It is normal procedure that all formal complaints proceed only after the initial informal complaint or appeal procedure has been finalised
- The formal complaint or appeal is to be submitted in writing, and the procedure and outcome recorded by Ballistic Training Solutions management
- On receipt of a formal complaint, the CEO will convene the complaint committee to hear the complaint
- The complaint committee will consist of a panel of members with no previous involvement or vested interest in the outcome of the particular complaint or appeal. Members of the committee should include:
 - A representative of Ballistic Training Solutions management
 - A Ballistic Training Solutions staff member
 - A person independent of Ballistic Training Solutions – specialist consulting services.
- The complainant / appellant shall be given an opportunity to present the case to the committee and may be accompanied by one (1) other person as support or as representation
- Staff member(s) involved shall be given an opportunity to present their case to the committee and may be accompanied by one (1) other person as support or as representation

- The complaint committee will reach a decision on the complaint or appeal after consideration of each case presented
- The complaint committee will inform all parties involved of the outcome in writing within five (5) working days of making the decision

All complaints and appeals will be reviewed at Ballistic Training Solutions monthly management meetings. Continuous improvement procedures may be actioned when the complaint / appeal procedure results in identification of factors appropriate for improvement to internal operations. When the initial causative factor of the complaint identifies a problem with current Ballistic Training Solutions policies and / or procedures, the continuous improvement procedure will ensure changes are made to prevent reoccurrence of the problem.

Ballistic Training Solutions can be contacted via the below options:

Phone: 1300 738 098
Email: info@ballistic.edu.au
Mail: PO Box 7502 Sippy Downs 4556
In Person: 7/2-6 Exeter Way Caloundra West Qld 4551
Website: www.ballistic.edu.au

APPENDIX: GLOSSARY

A

AQF	Australian Qualification Framework
AQTF	The Australian Quality Training Framework
ASQA	Australian Skill Quality Authority
ATO	Australian Taxation Office
AVETMISS	Australian Vocational Education and Training Management Information Statistical Standard

B

BAS	Business Activity Statement
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C

CAL	The Copyright Agency Ltd
CEO	Chief Executive Officer
COAG	Council of Australian Governments
COAGISC	Council of Australian Governments Industry and Skills Council
CPA	Certified Practising Account
CQI	Continuous Quality Improvement
CV	Curriculum Vitae

E

EFTPOS	Electronic Funds Transfer Point of Sale
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G

GST	Goods, Services Tax
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I

ISC	Industry Skills Council
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J

JP	Justice of the Peace
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M

MS Access	Microsoft Access
MS Excel	Microsoft Excel



N

NCVER	National Centre for Vocational Education Research
NQC	National Quality Council
NRT	Nationally Recognised Training
NVR	National Vet Regulator
NGO	Non-Government Organisation

O

OHS	Occupational Health and Safety
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P

PDF	Portable Document Format
PPE	Personal Protective Equipment

Q

QI	Quality Indicators
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R

RTO	Registered Training Organisation
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S

SNR	Standards for Initial Registration
SWOT ANALYSIS	Strengths, Weaknesses, Opportunities and Threats Analysis

T

TAE	Training and Education
TESTAMUR	Certificate of Merit or Proficiency

U

USI	Unique Student Identifier
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V

VET	Vocational Education and Training
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W

WHS	Work Health and Safety
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