



# Participant Handbook

## Document

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## Introduction

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Welcome to Best Option Training NSW, who's number one priority is assisting you in achieving your new qualification within the Building & Construction Industry. Best Option Training delivers training and support that will ensure you are able to complete your training goals. You will receive training from passionate, qualified trainers with substantial industry experience in your vocational area. This ensures the training you receive is current, relevant and delivered in a way that you can understand.

This Participant handbook is designed to help inform you of the policies and procedures that Best Option Training and its participants agree to follow. This is to ensure that you receive quality product and services as well as an understanding of the content and regulations that govern all parties under the VET Quality Framework.

## Best Option Training Course Locations

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### **BEST OPTION TRAINING Education Centre**

33B Christina Road Villawood NSW 2163

### Work Health & Safety (WHS)

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All Best Option Training personnel, visitors to the Best Option Training premises and alternative venue delegates are required to ensure that the Work Health and Safety principles are effectively implemented in their areas of control.

Each person is responsible for taking all practical measures to ensure that the workplace under their control minimises risks to the health and safety of others. This includes the behaviour of all persons in the workplace.

Once a risk has been identified, the Training Manager or venue delegate will ensure prompt rectification of the risk.

Participants and/or visitors must notify the trainer or Best Option Training staff immediately upon discovery of any unsafe or unhealthy condition or the existence of inappropriate behaviour. Participants are required to comply with all venues WHS policies and procedures, including those for emergencies and evacuations. You will be given an induction prior to the commencement of the training course.

## **When training Participants**

### Participant Responsibilities

- To work in a safe manner that will not endanger themselves or others
- To follow safety instructions and use equipment provided for health and safety reasons as instructed by the trainer/assessor
- Report any hazards with machinery, tools, other equipment or the workplace to their trainer/assessor as soon as possible

- ❑ To ensure their actions do not create or increase risks

#### Best Option Training responsibility

- ❑ To educate participants on their responsibilities whilst training with our company
- ❑ To ensure that all trainer/assessors are educated and work in a safe manner and according to instructions
- ❑ To assess compliance with the workplace health and safety practices
- ❑ To ensure that safety equipment and practices are used where instructed.
- ❑ To implement a maintenance program that ensures all safety equipment is kept in good working order
- ❑ To ensure that all employees, participants and consultants report hazards as soon as they are detected to the Training Manager

#### Courses

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Best Option Training RTO offers a range of courses, both nationally accredited and non-accredited. Following is a list of what is awarded for each course:

BSB30415- Certificate III in Business Administration
CPC40110- Certificate IV in Building and Construction (Building)
CPC30111- Certificate III in Bricklaying/Blocklaying
CPC30611- Certificate III in Painting and Decorating
CPC31311- Certificate III in Wall and Floor Tiling
SIT30616- Certificate III in Hospitality
CPP30316- Certificate III in Cleaning Operations
CPC30211- Certificate III in Carpentry
CPC31211- Certificate III in Wall and Ceiling Lining
SIT40416- Certificate IV in Hospitality
SIT50416- Diploma of Hospitality Management
BSB51918- Diploma of Leadership and Management
CPC30318- Certificate III in Concreting
CPC31011- Certificate III in Solid Plastering

CPC40808- Certificate IV in Swimming Pool and Spa Building
CPC31411- Certificate III in Construction Waterproofing
CPC50210- Diploma of Building and Construction (Building)
CPC60212- Advanced Diploma of Building and Construction (Management)
MEM30319- Certificate III in Engineering - Fabrication Trade
CPC31912- Certificate III in Joinery
RII30915- Certificate III in Civil Construction
MSF31113- Certificate III in Cabinet Making
BSB51415- Diploma of Project Management
CPC32612- Certificate III in Roof Plumbing
TLI31616- Certificate III in Warehousing Operations
RII30919- Certificate III in Civil Construction

\*The courses listed above are an indication of what is offered through Best Option Training of NSW.

### Code of Practice

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In accordance with the ethical provision of education and training services the Best Option Training will:

- Comply with building and construction codes for construction, and work towards their improvement in the interests of structural efficiency, safety and health
- Ensure the health and safety of our employees and participants of training programs is prioritised
- Provide informed and professional advice to all legislation affecting the building and construction industry
- Cooperate in the advancement of knowledge within the building and construction industry
- Act at all times with honesty, integrity and responsibility and in the spirit of good faith and fair dealing with our clients
- Not engage in conduct towards training participants or colleagues which is seen to be unfair or harsh

- Ensure the training department staff will not engage in any practice or conduct which brings the Best Option Training.
- Ensure that all trainers are aware of, and training programs make reference to relevant legislation and building regulations
- Ensure the training department's policies and procedures underpin sound management practices as well as safeguarding the educational interest and welfare of participants
- Ensure the provision of an inclusive learning environment conducive to the achievement of competency and appropriate to the learning needs of the individual participant
- Monitor, assess and securely maintain the participants education records specifically related to the individuals progress and course attendance
- Ensure all Trainers and consultants are suitably qualified and sensitive to the participants' needs i.e. culture, literacy and industry needs
- Ensure fair and equitable dealings with clients and industry participants
- Promote a fair and ethical building and construction industry perspective

## Access and Equity

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Best Option Training assures access to all training and assessment options as a 'level playing field' and inclusive provider.

Participants are encouraged to declare their needs at initial interview and every effort is made to accommodate differences without compromising the integrity of the outcomes or inconveniencing other participants.

Best Option Training is aligned with state and federal mandates to provide a 'hand up' and not a 'hand out' for Indigenous participants. Our commitment extends to ensuring that Indigenous participants are qualified and able to stand on their own merits to contest a place in the industry. At the same time every effort is made to recognise and support extra-curricular learning needs where these are evident and where these might interfere with the mainstream learning process.

All Best Option Training trainers and assessors are required to undertake and complete the elective language literacy and numeracy (LLN) competency in an effort to raise our sensitivity to the impediment this represents for a significant number of industry participants. We believe that our industry is populated by a significant number of people who express their abilities and skills kinaesthetically and we look to find pathways so that they can demonstrate this and at the same time align with assessment outcomes achieved by other learning institutions.

We believe unilaterally that a participant's ethnicity, religious or spiritual beliefs, native custom, physical or other type of impediment, or English language facility should not mitigate their ability to participate in our programs.

- *WHS Act 2011 & Regulation 2011*
- *Anti-Discrimination Act 1977 & Regulation 2014*
- *Workplace Gender Equality Act 2012*
- *Sex Discrimination Act 1984*
- *Racial Discrimination Act 1975*
- *Human Rights and Equal Opportunity Commission Act 1986*
- *Disability Services Act and Regulation 1993*
- *Disability Discrimination Act 1992*
- *Vocational Education and Training (Commonwealth Powers) Act 2010*
- *Child Protection (Working with Children) Act 2012 & Regulation 2013*

For further information on relevant legislations and other educational related web sites, please see list below.

Fair Trading	<i>NSW Fair Trading</i>	<a href="http://www.fairtrading.nsw.gov.au">www.fairtrading.nsw.gov.au</a>
SafeWork NSW	<i>SafeWork NSW</i>	<a href="http://www.safework.nsw.gov.au">www.safework.nsw.gov.au</a>
National Training Register	<i>Training.gov</i>	<a href="http://www.training.gov.au">www.training.gov.au</a>
RTO Regulator	<i>ASQA</i>	<a href="http://www.asqa.gov.au">www.asqa.gov.au</a>
Training NSW	<i>State Training Services</i>	<a href="http://www.training.nsw.gov.au">www.training.nsw.gov.au</a>
Industry Skills Council	<i>Skillsoz</i>	<a href="http://www.skillsoz.com.au">www.skillsoz.com.au</a>
Unique Participant Identifier	<i>Department of Industry</i>	<a href="http://www.usi.gov.au">www.usi.gov.au</a>
Training Directory	<i>My Skills</i>	<a href="http://www.myskills.gov.au">www.myskills.gov.au</a>
Apprenticeships & Traineeships	<i>Australian Apprenticeships</i>	<a href="http://www.australianapprenticeships.gov.au">www.australianapprenticeships.gov.au</a>

## Course Entry Requirements

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### What are the entry requirements for my course, seminar or workshop?

For all qualifications participants need to achieve required minimum Australian Core Skills Framework (ACSF) levels of language, literacy & numeracy (LLN) commensurate with the level of the qualification or competency sought.

Participants will also need to be able to:

- Select and apply procedures and strategies needed to perform a range of tasks after reading appropriate texts
- Read procedural texts to remedy a known problem

- Interpret information gained from tables, charts, plans and other graphic information
- Write and issue clear sequenced instructions for a routine task
- Follow existing guidelines for the collection, analysis and organisation of information
- Perform arithmetic calculations on a calculator given numerical information and relevant formulae

Other requirements for entry into a course may be:

- Current white card
- Medicare Card
- Passport/Visa (where required)
- Proof of Identity
- Resume/detailed work history
- Specific PPE must be worn
- WHS/Codes of Practice requirements

If not eligible for a specific course, alternative information will be provided e.g. NSW Fair Trading's contact details, course or workshop information booklet, etc.

Some courses may have specific units of competence that are required for the participant to have prior to undertaking. This could be in completion of a full qualification or a statement of attainment course.

### Unique Student Identifier (USI)

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A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a secure online record of the Nationally Recognised Training completed by an individual. From 2015, all participants participating in nationally recognised training must have a USI. The USI will make it easier for you to find and collate your VET achievements into a single authenticated transcript and will also ensure that your VET records are not lost.

With your enrolment, you must either supply your USI (if known) or provide authority for us to create or access your USI on your behalf. If you are providing authority, you must also provide a suitable form of identification.

To create your own USI, please visit: <http://www.usi.gov.au/Participants/Pages/default.aspx>

### Code of Conduct

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All Best Option Training participants are expected to take responsibility for their own learning and behaviour during both training and assessment. Any breaches of discipline will result in the participant being given a 'written warning'. Further breaches will result in a participant being asked

to 'show cause' as to why they should not be excluded from further participation in the program. A third breach will result in instant dismissal from the training environment. Where a breach is deemed as of a serious nature, as determined by the Training Manager, the participant's enrolment may be terminated. In instances of dismissal and termination of enrolment, all fees paid will be non-refundable.

Personal interaction, staff-to-participants and participant to participant, is expected to be respectful. An aggressive manner or degrading and abusive language will be considered contrary to the Code of Conduct and a breach of discipline.

As a participant your attendance acknowledges agreement to adhere with all the terms and conditions of conduct stated below and accepts that any decisions relating to the code of conduct and its compliance throughout the program will be entirely at the discretion of the Best Option Training RTO Manager

### ***Participant Rights***

Participants have a right to:

- Be treated fairly with respect from all Best Option Training staff and participants;
- Have a learning environment free of any form of discrimination and harassment;
- Pursue your educational goals in a supportive and engaging learning environment;
- Have access to your personal information and records about your progress;
- Be confident that Best Option Training will maintain strict privacy about all your personal information and will treat this information in a confidential, secure and professional way;
- Have the information you need and assessment processes

### ***Responsibilities***

Participants have a responsibility to:

- Treat staff, participants and the public with respect, fairness and courtesy
- Be punctual and regular in your attendance to class
- Submit your assessment tasks and materials by the due date or ask your trainer for an extension of time
- Contribute to any group assessments, which receive a group mark
- Return or renew any borrowed materials or books by the due date
- Wear enclosed non-slip footwear, thongs or bare feet are not permitted on-site for safety reasons
- Follow all Best Option Training health and safety instructions and conform to Best Option Training Workplace Health and Safety Policy and Procedures
- Report any health or safety concerns to the Facilities officer

### ***House-keeping Rules***

When on-site, participants must not:

- Be aggressive or abusive to other participants, staff members or any other person
- Be under the influence of illicit drugs or impaired by alcohol
- Bully, harass or intimidate another learner, staff member, or any other person
- Make any form of physical contact with another person
- Belittle, criticise, tease or ridicule others

- Deny the reasonable request of another person
- Exclude or isolate other participants
- Undermine the performance, reputation or professionalism of participants or staff by deliberately withholding information, resources or supplying incorrect information
- Maliciously gossip or complain about others
- Pass abusive or harassing notes, emails, telephone calls, text messages, images etc. to participants or staff during after hours
- Make offensive gestures
- Steal or misuse Best Option Training resources
- View inappropriate images or pornography; or
- Take photos of other participants or staff on campus without their permission

### ***Punctuality***

Attend all programs at the stated times. Should you be delayed for any reason call and advise prior to the class commencing.

### ***Attendance***

It is important that you are familiar with the attendance requirements for the course or seminar you are enrolled in. If you do not achieve an appropriate level of attendance for the course or seminar you have enrolled in, you may not receive a certificate or statement of attainment. For further information contact the training staff of Best Option Training.

### ***Payment of Fees***

If the payment of fees through the established method of payment is not adhered to, you risk termination of your enrolment in the program stated.

### ***Alcohol and Stimulants***

No alcohol, non-prescribed stimulants or drugs of any kind to be consumed throughout the program and you may not attend the program if under the influence of alcohol or non-prescribed stimulants.

### ***Food and Drink***

No food, drink or rubbish is to be left in the venue at the completion of the day's program.

### ***Inappropriate Conduct***

The following will be considered inappropriate conduct:

- Disruptive behaviour during the presentation, tutorials, mentoring and assessment situations
- Discriminative action/behaviour toward another participant/presenter or the group/class in general
- Use of prompt aids or secreting of notes and information in assessment situations
- Plagiarism and copying – all work is to be your own

### ***Confidentiality***

- All discussions regarding the policies of payment instalment plans or personal details regarding individuals attending the program are to be confidential at all times and not discussed with other participants or persons connected or unconnected with the program.

### ***Discrimination***

Discrimination means treating a person less favourably than another because of a personal attributes that they may have. Under State and Federal equal opportunity laws, discrimination based on attributes is unlawful. The attributes that can initiate a discrimination claim include:

- Gender
- Age
- Race
- Religion
- Marital Status
- Sexual orientation
- Disability
- Colour
- Nationality and National origin
- Ethnicity

### ***Harassment/Bullying***

Harassment and/or bullying is any behaviour which is unwelcome, offends, humiliates, intimidates or causes harm to the person being harassed or bullied. Harassment/bullying will not be tolerated at Best Option Training and disciplinary action will be taken against any employee/trainer/assessor or participant involved in such behaviour. From a staff perspective, this may include termination of employment. From a participant perspective, enrolment may be terminated and all fees paid will be non-refundable.

## Participant Support

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### **What happens if a Participant has difficulties with language, literacy and or numeracy?**

Any participant being identified as having any Language, Literacy or Numeracy (LLN) issues will be referred to external programs or support to gain the adequate skills to complete this course. This will be identified by a number of methods:

- Enrolment form
- Phone conversations
- Email correspondence
- Initial trainer contact

Programs or support may include:

- The Australian Literacy & Numeracy Foundation
- The Reading Writing Hotline
- Department of Community Services

- Family Drug Support

Reasonable adjustment will be made, where possible to accommodate the needs of the various participants and include:

- Hearing impaired
- Physical disability
- Vision impaired
- Speech impaired

These participants will have access to:

- Documentation in plain English
- Sign language interpreters are welcome
- Allowance of guide dog support
- Additional time for assessment submission and to complete activities
- Repetition as required
- Wheelchair access
- Allowable scribe
- Allowable Interpreters

### ***Welfare & Guidance***

Best Option Training takes its responsibility as a training organisation seriously and is aware at times participants may have issues that develop during the program of learning and/or assessment. Best Option Training undertakes to advise participants of appropriate support agencies available.

Best Option Training has links with various support agencies to ensure participants are given the necessary types of support.

These agencies include:

- TAFE and other RTOs
- Other Building & Construction Industry Groups and Associations
- MEND Services (Injury Management for the Construction Industry)

## Trainers

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### **Who are the Trainers and Assessors?**

All Trainers and Assessors:

- Have extensive training and assessment experience
- Have the relevant qualification/s
- Have a history of working with the building and construction industry
- Have demonstrated current vocational competence
- Have participated in a program induction giving them a sound understanding of the complete qualification and all training services policies & procedures

- Are supervised by a Qualification Coordinator
- Have a contract of employment with the Best Option Training
- Are appropriately screened to represent the Best Option Training
- Have the relevant insurances
- Provide updated qualification details to the staff matrix of the Best Option Training

## Assessments

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Assessment is defined as the process of '**collecting evidence and making judgments** on the nature and extent of progress towards the performance requirement set out in a (competency) standard, or learning outcome, and, at the appropriate point, making a judgment as to whether competency has been achieved'.

In simple terms, assessment is the process of collecting evidence and making judgments on whether competency has been achieved. In order to be assessed as competent (C), you will need to provide evidence which demonstrates that you have the essential knowledge and skills to successfully complete the relevant unit to the required standard. Competency is simply about demonstrating that you can do the task with confidence to the required industry standard as endorsed by the Training Package or VET accredited Course.

An assessment of 'Not Yet Competent' (NYC) is not a fail. It is simply a request for more information or further confirmation of the knowledge and skills required. Our assessors will provide feedback to guide your resubmission and are available for contact if required. The participant will be required to successfully resubmit the assessment with the required rectifications to achieve a competent result. The participant will be allowed a limit of three submissions per unit of the course. To be eligible for the qualification, the student must receive a competent result for all units of the course.

Assessment, within competency-based approaches to learning, is criterion referenced. This means it identifies an individual's achievements of defined outcomes, rather than relating their performance to that of other participants or trainees.

Assessment methods used may include:

- Demonstration
- Observation
- Work samples
- Workbook activities
- Oral presentations
- Role plays or simulation
- Projects

There are four key principles that are a part of the assessment process:

### **Validity**

- The assessment is seen as actually assessing what is supposed to be assessed.
- The assessment adequately samples the range of skills and knowledge needed to demonstrate competence.

- The current performance of the competencies in the workplace is assessed.
- The results of the assessments can be used as a pointer to the assessee's performance in the workplace.

#### **Reliability**

- Reliable assessments use methods and procedures that engender confidence that competency standards and their levels are interpreted and applied consistently from assessed to assessed and context to context.

#### **Flexibility**

- Flexible assessments should provide for the recognition of competencies no matter how, where or when they have been acquired, draw on a range of methods and be appropriate to the context, task and person.

#### **Fairness**

- Assessment is fair if it does not disadvantage particular assessees. For assessments to be fair, assesses must clearly understand what is expected of them and what form the assessment will take.

### Recognition of Prior Learning (RPL)

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To have skills formally recognised in the national system, assessors must make sure you have the skills and knowledge to meet the industry standard. This means you must be involved in a careful and comprehensive process that covers the content of all unit/s or qualification/s you can be recognised for.

Assessment happens in a variety of ways. Being prepared can save you valuable time and hassle and make the recognition process stress-free for you.

Here are some tips and hints for you:

1. Be prepared to talk about your job roles and your work history. Bring Curriculum Vitae or jot down a few points about where you have worked, either paid or unpaid, and what you did there.
2. Bring your position description and any performance appraisals you have from any building and construction enterprises or facilities you have worked in.
3. Consider the possibilities for workplace contact. Are you in a workplace that is supporting your goal to get qualified? Would you feel comfortable to have the assessor contact your workplace or previous workplaces so your skills can be validated?
4. Think about who can confirm your skill level. Think about current or recent supervisors who have seen you work in the past 2 years and will be able to confirm your skills. The assessor will need to contact them. You may also have community contacts or even clients themselves who can vouch for your skill level.

5. Collect any certificates from in-house training or formal training you have done in the past.
6. You can speak with the Best Option Training about other ways you can show your skills in the building and construction industry. These could be letters from employers, records of your professional development sessions, employers or clients in related industries or government agencies, acknowledgements, workplace forms (as long as they don't show client details) or other relevant documents.

## **Steps in the RPL Process**

### ***Step 1 - Provide information about your skills and experience***

Complete the required forms and provide as much information of your previous experience in the building and construction industry as you can. This is your first opportunity (and not the last) to provide proof of your variety of experience in the industry. Here you can supply examples of your work history which could include:

- Brief CV or work history
- Past project files
- Certificates/results of assessment – interstate/overseas
- Certificates/results of assessment – universities/registered training organisations
- Results/statement of attendance/certificates – from training courses
- Results/statement of attendance/ certificates – in house courses, workshops, seminars, symposiums
- Results/statements of attendance/ certificates – club courses e.g. First aid, officials, surf life saving, etc.
- Membership of relevant professional associations
- References/letters from previous employers/supervisors
- Industry awards
- Any building related licences
- General Construction Induction (Construction Industry) White Card
- Indentures/trade papers
- Photographs/DVD's/Videos of work undertaken
- Work diaries/ task sheets /job sheets/ log books
- Site training records
- Site competencies held record
- Site inductions
- Any other documentation that may demonstrate industry experience
- Hobbies/interests/special skills outside work

Depending when and where in the building and construction industry you have worked, you may or may not have documentary evidence available. This should not deter you from seeking RPL as the assessor will work with you during the RPL process to identify additional evidence sources.

You will also need to supply contact details of one or two work referees who can confirm your skills and experience in the building and construction industry.

### ***Step 2 – Conversation with Assessor***

An Assessor will review the information you have provided (usually with you) and begin to match up your skills to the units in the qualification. At this point, you will have the opportunity to discuss and identify your previous experience with the Assessor who will be able to apply your industry experience within what we call a competency conversation. You will be required to answer building and construction industry related questions to identify your current skills.

### ***Step 3 – Practical demonstration of your skills***

The Assessor will also conduct a practical skills test at your workplace (if appropriate) or at another suitable venue. This, again, is an opportunity to demonstrate your level of competence. This assessment will be focussed on skills that are required in the qualification. Your assessor will initially identify the skills that he/she will want you to demonstrate.

### ***Further steps***

After the assessment, your Assessor will give you information about the skills that have been recognised and whether you have gained the full qualification. If you do have skill gaps, these may be addressed through flexible training

## Participant Records

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All participant records are confidential and as such are maintained to ensure relevant privacy and confidentiality requirements in NSW and nationally are upheld.

Records of results and competencies are kept in confidence on the Best Option Training computer network, which is backed up every night. Active participant files are kept in secure files in Best Option Training

Participant files once completed scanned and kept electronically against the participants file/course in the Student Management System (Wisenet), after six (6) months they will be archived.

At any time participants are invited to view their personal records. A written request is required by the participant to view records a minimum of ten (10) working days should be allowed, a cost will be incurred if the required file is off site.

Participants may give authorisation in writing for a nominated person to view their records a cost will be incurred if the required file is off site.

## Certification and Awards

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At the completion of your training program a Qualification or Statement of Attainment will be issued to you for the Units of Competency achieved by Best Option Training. Qualifications and Statements of Attainment will be issued in accordance with the requirements of the Australian Qualifications Framework. Completion of the training program will include the supply of the participant's Unique Student Identifier number and payment of all course fees. All records of Qualifications and competency achieved are retained for a period of thirty years.

Certificates and Statements of Attainment will be processed and dispatched to the participant within thirty (30) days of course completion. The participant is expected to advise Best Option Training of any change of their address details.

If a participant of Best Option Training requires a replacement of an issued Qualification or Statement of Attainment, there will be payable administration fee of \$25 for a Qualification Certificate or Statement of Attainment.

## Fees & Charges

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Different pricing is determined based on the following:

- Level of qualification
- Licensing outcomes
- Course duration
- Expenses associated with the course

Other factors to pricing include the funding model and learning and assessment pathway, and each with its own price. A schedule of all fees and charges are listed in the Fees and Charges register.

Fees and charges are located in the following documents:

- Training Proposal for each qualification
- Terms and conditions on enrolment forms
- Marketing materials for short courses

### ***Structure of Payments***

For all qualifications or Statement of Attainment courses that exceed a total fee of more than \$1000, a deposit of \$1000 will need to be paid at enrolment. Any subsequent payments must not exceed \$1500.

A \$500 **non-refundable** enrolment fee is to be paid when signing into the qualification.

The balance of the fees can be paid by instalments. A payment schedule will be developed in consultation with the Training Manager. No certificate or SOA will be provided to the participant until full payment is received.

In circumstances where the enrolment has specified an RPL assessment pathway, the participant must submit all RPL evidence within 6 months of enrolment. If the participant fails to do this and wishes to continue, he/she will be required to pay a re-enrolment fee, equal to the non-refundable deposit paid initially. Once a participant's enrolment reaches 12 months in duration, all monies paid will be non-refundable.

If the participant's enrolment becomes inactive and any payments required up to a predefined time frame have not been made, the participant will be withdrawn from the course. Any withdrawal from

the participant will result in forfeiture of all payments made. If the wishes to recommence their enrolment, a re-enrolment fee will apply.

### ***Transfer Fees***

Where Best Option Training receives a request, which must be made in writing or by email, more than ten (10) business day prior to the course commencement, there will be no transfer fee applied.

For all qualification courses;

- For all course enrolments in courses with a classroom component (blended- delivery full face-to-face courses), once training has commenced, no transfer to another blended-delivery course is available to participants unless the participant can provide a medical certificate or prove extreme personal hardship. In instances where participants are unable to attend or complete the classroom component of the course (without providing evidence of hardship), Best Option Training will allow the participant an opportunity to complete the online or distance version of the same course.
- Original course enrolments are not transferrable to another person
- The original course end date is transferred to the new course, and if the participant wishes to extend the new course beyond the original course enrolment expiry, extension fees will be payable in accordance with Best Option Training Extension Policy.
- Upon transferring to another course, a participant relinquishes their enrolment in the original course.

### ***Charges***

The following charges apply to all Best Option Training courses:

- |  |       |
|--|-------|
| • Postage fee (registered post)                      | \$10  |
| • Replacement certificate or statement of attainment | \$25  |
| • Reassessment/resubmission fee                      | \$100 |
| • Photocopying (per page)                            | \$1   |

A record of all charges can be found in the fees and charges register.

### **Refunds**

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Best Option Training reserves the right to cancel a program, course or seminar if there are insufficient attendees registered. Participants will be informed in writing no later than five (5) working days prior to the commencement of the program, course or seminar if it is to be cancelled. Best Option Training will make every reasonable attempt to find the participant an alternative date or we will provide the participant with a 100% refund.

All requests for cancellation or transfer must be made to the Best Option Training in writing prior to commencement of the program, course or seminar.

If the participant cancels between ten (10) and five (5) business days prior to course or seminar commencement Best Option Training will provide a 50% refund.

There are no refunds provided for cancellations received less than five (5) business days prior to the scheduled commencement of a program, course or seminar.

### Feedback & Continuous Improvement

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Feedback from Best Option Training participants is essential to ensure the best possible quality of training outcomes is maintained.

While informal feedback and correspondence are welcome at any time, formal feedback will be gathered from all Participants at the conclusion of all training and assessment programs.

Feedback forms may be anonymous.

Feedback forms will be reviewed at the conclusion of each course or seminar and summarised by the trainer. The Trainer will provide the summary and evaluation forms to the Qualification Coordinator for review of any indication of compliance with Best Option Training policy or any other systemic quality issues. The Qualification Coordinator or delegate will facilitate corrective action as required and pass the summary and findings onto the Compliance Officer. Copies of the feedback forms will be maintained on each individual course or seminar file.

### Complaints, Concerns and Appeals

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Best Option Training provides appropriate mechanisms and services for participants to have complaints and appeals addressed efficiently and effectively. Best Option Training will act on each substantiated complaint, concern or appeal.

Best Option Training uses a systematic approach to dealing with complaints, concerns and appeals. All concerns, complaints and appeals are dealt with fairly, honestly, without bias in a professional and fully documented manner.

The procedure for handling complaints, concerns and appeals, is disseminated through to participants prior to and at enrolment. We follow a process to look at complaints, concerns, and appeals and deal with them in a fair and equitable manner.

Once formal receipt is received by the Compliance Officer, they will contact the participant within 48 hours to confirm receipt of the form. The matter will be discussed by the Compliance Officer, Training Manager and relevant staff and a written response will be provided back to the participant within 10 working days from receipt of Notice of Complaint form. If the participant is dissatisfied with result, they may access external appeals at little or no cost to them or seek an independent third party.

#### ***Scope***

This procedure applies to all current and prospective participants.

#### ***Responsible parties***

The Compliance Officer is responsible for the control and issue of this procedure (this may be delegated).

### ***Complaints/concerns and appeals mechanism***

Best Option Training ensures that all participants will have access to a fair and equitable process for dealing with complaints/concerns and will provide an avenue for participants to appeal against such decisions, which affect the participant's progress

Every effort will be made by the Best Option Training to resolve the participant's complaints or concern. To this end, the Compliance Officer is the person to refer formal complaints/concerns. At the time of enrolment, the complaints, concerns procedure and appeals policy will be outlined to participants.

Where complaint/concern cannot be resolved internally, Best Option Training will refer the issue to the training manager to hear the appeal/case.

### ***Directive***

- All prospective course participants will be provided with a copy of the Complaints and Appeals Policy and Procedure document
- All complaints, concerns, or appeals will be handled professionally and confidentially in order to achieve a satisfactory resolution
- All parties will have a clear understanding of the steps involved in the complaints/concerns and appeals procedure
- Course participants will be provided with details of external authorities they may approach, if required
- All complaints/concerns and appeals will be managed fairly and equitably and as efficiently as possible
- All complaints/concerns and appeals and outcomes will be documented in writing
- Best Option Training will attempt to resolve any complaints, concerns and appeals fairly and equitably within 10 working days from receipt of notice of complaint.

### ***Procedures***

Course participants may raise any matters of concern relating to training delivery and assessment, the quality of the learning, course participants amenities, discrimination, sexual harassment, bullying and other issues that may arise.

This policy provides an avenue for most complaints, concerns and appeals to be addressed. However, in some cases alternative measures may need to be explored. It is advisable for the participant to contact the Training Manager before lodging a formal complaint, to discuss other avenues available to them.

### ***Training related matters***

Course participants, who feel they may have been unfairly treated or have not been given the full training that they expected, may follow the procedures listed below.

- The participant should firstly discuss the matter with their trainer/assessor. If they are not satisfied the participant may then have the matter referred to the Training Manager
- The participant must complete the **Complaints, Concerns & Appeals Form** and submit this document to Best Option Training addressed to the Training Manager. Ensuring that they provide sufficient details about themselves and the course, and the circumstances surrounding the concern, complaint or appeal, who was involved, any appropriate evidence and witnesses etc.
- The Training Manager will contact the participant within 48 hours to confirm receipt of form
- The Training Manager will discuss the circumstances with the trainer/assessor and make a decision.
- The participant will be contacted with the result within 10 working days of receipt of formal complaint, the participant has 5 working days to respond to formal decision
- The participant may then formally request a face to face meeting with the Training Manager to formally present his or her case in appeal of the decision of Training Manager. Once this meeting has occurred, the Training Manager will respond formally within 24 hours.
- A written statement of the appeal outcome, including reasons for the decision will be documented and provided to participant
- Where a complaint, concern, or appeal cannot be resolved through discussion and conciliation, Best Option Training acknowledges the need for the Executive Director to mediate between the parties.
- Best Option Training will make formal referral to the Executive Director as and when required. There will be no cost for this service.
- If the participant is still dissatisfied with the outcome after meeting with the Executive Director, the participant may seek an independent third party; likewise Best Option Training may also seek an independent third party to mediate.
- If the complaint is unresolved the participant may take the complaint/concerns to the Department of Industry or Fair Trading depending on relevance.

#### ***Assessment related matters***

If the participant has been advised that they are Not Yet Competent, but they believe that

- They genuinely do have the required degree of competency; and
- That they have provided reasonable proof of this to Best Option Training RTO.

The participant may query or appeal the result.

The process is quite simple, and is allowed by the Best Option Training to ensure that all participants are fully satisfied with the fairness and accuracy of our assessment processes.

**Note:** Best Option Training will accept an appeal against an assessment decision for a period of no longer than 2 months after the assessment decision date.

#### ***To appeal a decision:***

1. Discuss the matter with the trainer/assessor. If not satisfied the course participant may then:
2. Have the matter referred to the Training Manager for consideration
3. The participant must complete the Notice of **Complaints and Appeals Form** and send this document to Best Option Training addressed to the Training Manager. Ensuring that they

provide sufficient details about themselves and the course, and the circumstances surrounding the concern, complaint or appeal

4. The participant will need to explain formally why they feel the Not Yet Competent result is not appropriate, and also attach a copy of the original Assessment Task. The Training Manager will have the Assessment Task reviewed by another trainer and contact participant with the written result within 10 working days of receipt of appeal. The participant has 5 working days to respond to formally decision
5. The participant may then formally request a face to face meeting with the Training Manager to formally present his or her case in appeal of the decision of Training Manager. Once this meeting has occurred, the Training Manager will respond formally within 24 hours
6. A written statement of the appeal outcome, including reasons for the decision will be documented and provided
7. Where a complaint, concern, or appeal cannot be resolved through discussion and conciliation, Best Option Training acknowledges the need for referral to the Executive Director or to an independent third party to mediate between the parties.
8. The Training Department will make this referral as and when required. Costs for this review and make a decision on the Appeal will be at no cost to the participant

Best Option Training will encourage parties to approach a complaint with an open view and to attempt to resolve problems through discussion and conciliation.

If the participant is still dissatisfied with the outcome after Best Option Training has engaged an independent agent, the participant may lodge a complaint with the Australian Skills Quality Authority on 1300 701 801.

*Note: ASQA only deals with complaints about:*

- *the information provided to you by an RTO about the course/s you are interested in*
- *the delivery and assessment of the training you have received*
- *the qualifications you have or have not been issued*

Ref: <http://www.asqa.gov.au/complaints/making-a-complaint.html>

### **Records**

Best Option Training will file records of all informal and formal discussions regarding complaints, concerns and appeals and will record such evidence on the participant files and if required a Corrective Action Record will be raised and filed in the Quality Compliance Folder for future reference.

### **General**

You are encouraged to raise concerns directly with your trainer. This enables your concerns to be dealt with promptly. In cases where you are uncomfortable with raising a matter with your Trainer you should contact Best Option Training directly.

All complaints are taken seriously and are treated in confidence. All complainants are required to complete the 'Initial Complaints Form' and return to Best Option Training Department.

You will be notified within seven (7) days of Best Option Training receiving this form in writing of the action to be taken.

In the event that you are unsatisfied with the outcome provided by Best Option Training, a formal confidential complaint may be lodged with the Training Manager or with the Executive Director at Best Option Training.

If you are dissatisfied with the response from the above sources, you may appeal the decision by requesting to have the matter referred to either NSW Department of Industry. This gives you the opportunity to formally present your case.

A formal complaint if still unresolved may then be taken to:

State Training Authority of NSW (Department of Education & Communities)	13 2811 <a href="http://www.training.nsw.gov.au">www.training.nsw.gov.au</a>
Australian Skills Quality Authority (ASQA)	1300 701 801 9am – 7pm EST, Monday - Friday <a href="http://www.asqa.gov.au">www.asqa.gov.au</a>
Translating and Interpreting Service (TIS National) Ask TIS National to contact ASQA on your behalf	13 1450 <a href="http://www.immi.gov.au">www.immi.gov.au</a>
National Training Complaints Hotline	13 3873 8am – 6pm, Monday – Friday <a href="mailto:skilling@education.gov.au">skilling@education.gov.au</a>

## Privacy Policy

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Best Option Training is committed to providing confidentiality to and protecting the privacy of its participants.

Best Option Training will not provide participant personal or training information to unauthorised third parties unless prior written permission has been received from the individual.

Through the processes of providing training services, Best Option Training may be requested to provide details to governing authorities of the training programs. These authorities include the Department of Education and Communities, Australian Apprenticeship Centres and the Australian Skills Quality Authority.

Best Option Training may also provide information to the training participant's employer, where applicable.

Best Option Training is committed to maintaining our adherence to the Privacy Act as governed by the Australian Commonwealth and State Governments.

We guarantee that we will not sell personal information to any third party.

You have the right to access your personal information, subject to certain exceptions provided for in the Privacy Act. If you require access to your personal information, please contact the Compliance Officer or Training Manager. For security reasons, you may be required to put your request in writing and will be required to provide proof of your identity. An Access to Records Form is available for this purpose.

### Complaints Form

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Name: \_\_\_\_\_

Date: \_\_\_\_\_

Unit of Competency Assessed as Not Yet Competent (if applicable): \_\_\_\_\_

Why do you disagree with the decision made? (Please use back of page if more space is required):

\_\_\_\_\_  
\_\_\_\_\_

Location: \_\_\_\_\_

People Involved:

\_\_\_\_\_

Date of Incident: \_\_\_\_\_ Witnesses: \_\_\_\_\_

#### **Contact Details**

Ph: \_\_\_\_\_ Email: \_\_\_\_\_

Postal Address: \_\_\_\_\_

*The above Statement of Details is a fair and accurate record of our interview.*

Signature: \_\_\_\_\_

#### **Outcome**

RTO Personnel: \_\_\_\_\_ Date: \_\_\_\_\_

Details provided by Assessor:



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Detailed from Alternate Assessor:

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Decision and Actions:

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Signature: \_\_\_\_\_

#### Initial Complaints Form

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Participants Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Course Name: \_\_\_\_\_

Course Date(s): \_\_\_\_\_

Trainer/Assessor Name: \_\_\_\_\_

Complaint Details: \_\_\_\_\_

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Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Please forward this completed form to: -**

**Best Option Training**  
33B Christina Road, Villawood, NSW 2166

### **Acknowledgement Declaration**

I acknowledge that I, \_\_\_\_\_, have received, read and fully understood the contents of this participant handbook, which outlines the conditions of my rights and responsibilities as a participant of Best Option Training.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name of Witness

\_\_\_\_\_  
Signature of Witness

\_\_\_\_\_  
Date

