

Bayley & Associates Pty Ltd

Student Handbook



Welcome

Thank you for choosing Bayley & Associates for your learning experience.

Bayley & Associates offers a range of flexible, tailored and practical learning and development strategies. We want clients and colleagues to enjoy dealing with us. We place emphasis on dealing with clients and colleagues reflecting the highest standards of:

- Professionalism
- Quality service
- Client satisfaction
- Teamwork
- Continuous improvement
- Equity ethics and fairness

Our team members are committed to our goals and to the high standards set for client service. We employ only highly qualified and experienced facilitators and will work with clients to make sure that client needs are identified, discussed and acted upon.

This handbook is provided to give you information about our training organisation to assist you throughout your learning experience at Bayley & Associates.

If you have any questions relating to any part of this handbook or during your time with Bayley & Associates, contact our office through one of the following means:

Telephone: 02 6282 5660

Fax: 02 6282 5661

Email: info@bayleyteam.com.au

Mail: PO Box 388
 Mawson ACT 2607

Again, thank you for choosing us. We are confident you will enjoy your learning experience.

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Who are we & what do we do?

Bayley & Associates is a Canberra based registered training organisation (RTO) that offers a range of accredited and non-accredited courses. We offer a specialised team of experienced facilitators and consultants, a better way for training and development.

Being a registered training organisation means we deliver nationally recognised training. This allows us to award qualifications under the Australian Quality Training Framework up to Advanced Diploma level.

Accredited Training

Our scope of registration includes the following qualifications:

PSP04 Public Services Training Package

- Advanced Diploma of Government
- Advanced Diploma of Government (Strategic Procurement)
- Advanced Diploma of Government (Human Resources)
- Advanced Diploma of Government (Management)
- Diploma of Government
- Diploma of Government (Policy Development)
- Diploma of Government (Management)
- Diploma of Government (Project Management)
- Diploma of Government (Contract Management)
- Certificate IV in Government
- Certificate IV in Government (Procurement)
- Certificate IV in Government (Project Management)
- Certificate III in Government
- Certificate II in Government
- Certificate IV in Government (School Support Services)
- Certificate IV in School Support Services
- Certificate III in Government (School Support Services)
- Certificate III in School Support Services

BSB01 Business Services Training Package

- Advanced Diploma Business (Human Resources)
- Advanced Diploma Management
- Advanced Diploma Project Management
- Diploma of Business
- Diploma of Business (Frontline Management)
- Diploma of Business (Purchasing)
- Diploma of Business (Human Resources)
- Diploma of Business Administration
- Diploma of Business Management
- Diploma of Project Management
- Certificate IV in Business
- Certificate IV in Business (Frontline Management)
- Certificate IV in Business (Human Resources)
- Certificate IV in Business (Purchasing)
- Certificate IV in Business (Small Business Management)
- Certificate IV in Business Administration
- Certificate IV in Business Management
- Certificate IV in Project Management
- Certificate III in Business

Certificate III in Business (Frontline Management)
Certificate III in Business Administration
Certificate II Business

BSB07 Business Services Training Package

Advanced Diploma of Management (Human Resources)
Advanced Diploma of Project Management
Advanced Diploma of Management
Advanced Diploma of Business
Diploma of Purchasing
Diploma of Management
Diploma of Human Resources Management
Diploma of Business Administration
Diploma of Business
Certificate IV in Purchasing
Certificate IV in Project Management
Certificate IV in Human Resources
Certificate IV in Frontline Management
Certificate IV in Business Administration
Certificate IV in Small Business Management
Certificate IV in Business
Certificate III in Frontline Management
Certificate III in Business Administration
Certificate III in Business
Certificate II in Business

TAA40104 Training & Assessment Training Package

TAA440104 Certificate IV in Training and Assessment

CHC02 Community Services Training Package

CHC30302 Certificate III in Disability Work
CHC30202 Certificate III in Home and Community Care
CHC30402 Certificate III in Children's Services
CHC30102 Certificate III in Aged Care Work
CHC40302 Certificate IV in Disability Work
CHC40102 Certificate IV in Aged Care Work
CHC40402 Certificate IV in Out of School Hours Care
CHC50302 Diploma of Children's Services

Non-Accredited Training

Our non-accredited courses consist of, but are not limited to:

- Develop a Business Case
- Write Business Proposals
- Equity & Diversity
- Writing Tenders
- Contract Management
- Risk Management
- Conflict Resolution
- Public sector management
- OHS & Manual Handling

Please feel free to approach us if you have a particular training need, and we may be able to assist you.

Legislative Requirements

There are several Acts that affect the way Bayley & Associates deal with its clients. In particular, Bayley & Associates complies with the following acts:

Acts Affecting our APS Clients

- Equal Employment Opportunity for Women in the Workplace Act (Cwlth)
- Sex Discrimination Act (Cwlth)
- Racial Discrimination Act (Cwlth)
- Disability Discrimination Act (Cwlth)
- Workplace Relations Act (Cwlth)
- Human Rights and Equal Opportunity Commission (Cwlth)
- Occupational Health and Safety Act (Cwlth)
- Public Service Act (Cwlth)
- Financial Management and Accountability Act (Cwlth)
- Freedom of Information Act (Cwlth)
- Privacy Act (Cwlth)
- Ombudsman Act (Cwlth)
- Crimes Act (Cwlth)

Acts Affecting our ACT and Private Clients

- Freedom of Information Act (ACT)
- Government Procurement Act (ACT)
- Financial Management Act (ACT)
- Occupational Health and Safety Act (ACT)
- Ombudsman Act (ACT)
- Territory Records Act (ACT)
- Public Sector Management Act (ACT)
- Education Act

For further information on these acts you can visit:

www.comlaw.gov.au

www.legislation.act.gov.au

www.austlii.edu.au

Client/Student Feedback

Bayley & Associates encourages all clients/students to share their thoughts and opinions about the delivery of training and the conduct of any RPL assessment. At the end of any training session or RPL assessment interview or workshop, clients are asked to complete an evaluation form. These evaluation forms are used to make improvements to our courses and processes.

Feel free to contact our office at any time if you have any other feedback you would like to offer.

Client Support Services

Some client support services are available to individual students. A student requiring additional client support should contact their course facilitator or the Bayley & Associates Administration Manager. Contact can be made by phone on 6282 5660 during normal working hours or by email on info@bayleyteam.com.au.

Support services available include:

- access to subject matter experts for additional discussion of course content (fees may apply)
- extra assistance in assignment preparation (fees may apply)
- referral to suitable external literacy, numeracy and English language support services
- provision of accessible format materials, subject to lead times and availability of necessary expert assistance. These services will be provided at cost.

Participants with disabilities or language and literacy needs **must** contact the Bayley & Associates Administration Manager in advance of enrolling on a course so that suitable arrangements can be made to ensure a good learning experience.

Our facilitators follow the principles of reasonable adjustment to ensure equity in assessment for clients with disabilities or language and literacy needs. This means that we may make adjustment to the context or process of assessment to accommodate an individual's needs. However, we cannot change competency outcomes required for the achievement of the competency standard. In accordance with relevant legislation, adjustments will be considered reasonable when they do not impose an unjustifiable hardship on the training provider.

The language of instruction for all our courses is English. Participants will require a functional grasp of written and spoken English to a standard acceptable in their workplace and in a vocational educational setting to complete the course requirements.

Access to a Practice Environment

Some of our training courses require access to an appropriate practice environment in order for students to successfully complete the qualification. If you do not have access to a suitable environment, we are happy to work with you to design realistic workplace simulated tasks so that you can meet the requirements of the qualification. Many people have successfully completed the qualification on this basis.

Student Policies & Procedures

Registration for a Training course or RPL/RCC Assessment

To register for a training course or apply for an RPL/RCC assessment, you must complete a registration form, supplied to you by administrative staff.

This registration form requests personal details, invoicing details and also outlines the units of the qualification that you are completing and by which method. You will be referred to our website to view our policies before signing the form and agreeing to our policies and processes.

Payment of Course Fees

Invoicing of Clients

After the course registration form is completed and returned to administration, an invoice will be raised for the full course amount and sent to the invoice contact person. Special invoicing arrangements may be made if you wish to make instalments on the course fees. This needs to be arranged with administration before registration in your course.

Qualification Certificates or Statement of Attainments will not be issued until the course cost is paid in full.

Preparing for your RPL Assessment

The assessment procedure for RPL may consist of one or more of the following steps:

Preliminary Interview/Portfolio Preparation

This is an interview which is conducted by a facilitator qualified in the unit of competence for which you seek recognition. The interview will be held at a venue and time that is mutually convenient for the facilitator and you.

At the interview, you will be given an explanation of the assessment process and the evidence required. The facilitator will offer you assistance in identifying appropriate evidence to support your claim. You will be advised on how to present your information for assessment as part of a portfolio of evidence

Submission of Portfolio of Documentary Evidence

You will normally submit your portfolio of documentary evidence before attending the competency assessment interview. This gives the facilitator time to review your claims and to identify any areas where more supporting evidence might be useful.

Workplace Observation

It may be easier for you to demonstrate your competence by asking the assessor to observe you in your workplace.

Competency Assessment Workshop

For some competencies, we are able to offer you a workplace simulation so that you can demonstrate your competence by completing realistic simulated assessment tasks.

Competency Assessment Interview

You will then be invited to attend a competency assessment interview, at which the facilitator will ask you questions to give you the chance to demonstrate your competence. You might be asked to bring along additional documents to support your claim. You may also be asked to give a demonstration of a skill, complete a written or oral examination or do some other activity in order to determine whether you have met the competency requirements.

Competency Decision

Based on the outcome of this assessment, your request for RPL will be accepted or denied. You may be asked to provide further evidence before RPL can be granted.

Right to Appeal

You may appeal this decision (within 10 days) if you feel the outcome is unjust. Please refer to our Appeals Policy for further information.

Preparing for your Training Course

Bayley & Associates offers training by both face to face and supported distance learning.

Supported Distance Learning

After you have registered for SDL for either a single unit or full qualification, you will be asked to attend an initial interview with your facilitator & assessor. This may be conducted by telephone if you are not near your assessor.

This interview will allow your facilitator to introduce themselves and walk through your SDL learning program. Decisions will be made at this interview about how you and your facilitator plan to proceed with your training program.

Face to Face Training

After you have registered for your course, you will be provided with all necessary information related to the course. This may include, but not be limited to:

- Training dates & time
- Training Venue & map
- Any preparation material you may need to bring along

Student Assessment Process

Bayley & Associates conducts assessments in accordance with the requirements of the relevant Training Packages. We are fair and consistent in all assessment processes and apply principles of equity and transparency to our assessments.

We provide clients with written reasons to support our assessment decisions.

Recognition of Qualifications Issued by other RTOs

In accordance with the Standards for Registered Training Organisations, Bayley & Associates Pty Ltd will recognise the Australian Quality Framework qualifications and Statements of Attainment issued by any other Registered Training Organisation.

Privacy Policy

At Bayley & Associates Pty Ltd we are committed to handling your personal information in accordance with the National Privacy Principles (December 2001). Here's how we will achieve this commitment:

1. Collection

Bayley & Associates will only collect information that is necessary to provide you with the services you request. This type of personal information generally comprises:

- Name, address, contact details (including phone, fax and e-mail)
- Academic and vocational qualifications
- Student assessment tasks
- Records of assessment
- Invoicing details (as required when paying for training)
- Bank account details (employees and contractors only)

If you do not wish to provide this information, it may not be possible for us to provide you with the services you have requested.

2. Use and Disclosure

A. Your personal information may be used in order to:

- Comply with our legal or government accountability requirements.
- Provide the services you require.
- Administer and manage those services, including charging, billing and collecting debts.

B. It may also be used to:

- Research and develop our services.
- Gain an understanding of your needs in order to provide you with a better service.
- Advise you of other training products and services offered by Bayley & Associates.

If you do not wish us to contact you regarding the options at point B above, please email the Office at info@bayleyteam.com.au and advise us so that we do not contact you.

We will not release your personal information to others without your written consent except where such disclosure is:

- Required by law.
- Reasonably necessary to assist a law enforcement agency.
- Required by auditors, legal advisers or other consultants for the purpose of complying with our legal requirements.
- Required under the Standards for Registered Training Organisations.

3. **Personal Information Quality**

Our goal is to ensure that your personal information is accurate, complete and up to date. That's why we recommend that you:

- Let us know if there are any errors in your personal information
- Keep us up to date with changes to personal information such as your name or address

4. **Personal Information Security**

Bayley & Associates is committed to keeping your information secure and we take all reasonable precautions to protect any information we hold about you. Reasonable steps are taken to destroy or permanently de-identify any personal information no longer required.

5. **Openness**

We are open with you about what kind of personal information Bayley & Associates collects and holds and what we do with it.

6. **Access and Correction**

You have a right to access your personal information, subject to the requirements of the law. If you would like to do so, please let us know. You may be required to put your request in writing for security reasons. Our contact details are provided below. Bayley & Associates reserves the right to charge a fee for searching for and providing access to your personal information.

7. **Sensitive Information**

Generally, Bayley & Associates does not collect sensitive information about you (eg. Information about your race, religion, political views). If we do need to collect sensitive information about you we will only do so with your consent. For example, to qualify for some government payments, we may need to have information about your Aboriginality or employment status.

If you have any queries

Please contact us if you have any questions in relation to privacy. You may contact us by:

- Email at info@bayleyteam.com.au
- Telephone on (02) 6282 5660 between 9am and 5pm Monday to Friday
- Writing to the Administration Manager, Bayley & Associates Pty Ltd, PO Box 388 MAWSON ACT 2607

Complaints Policy

We normally apply the complaints procedures that are contained in the contracts entered into with our clients. However, where our dealings with clients are not covered by a contract which includes provision for a complaints procedure, we will follow the steps outlined in our Complaints Policy and Process.

Our complaints policy aims to ensure that:

- all disputes or complaints are handled professionally and confidentially in order to achieve a speedy resolution
- all complaints are managed fairly and equitably and as efficiently as possible

- all parties have a clear understanding of the steps involved in the complaints policy
- clients are provided with details of any relevant external authorities if applicable to the complaints.

All clients not covered by a contractual complaints procedure will be provided with a copy of this Complaints Policy and Process document upon request. This policy is available on our website www.bayleyteam.com.au

The Complaints Policy and Process provides an avenue for most complaints to be addressed. Clients may raise any matters of concern relating to assessment, the quality of the teaching, access and equity, sexual harassment or other issues which may concern them about the delivery of our services.

Bayley & Associates will ensure that each complainant is given the opportunity to formally present their case. We will also ensure that each complainant is given a written statement of the complaint outcomes, including reasons for the decision, and their appeal rights.

We encourage the parties to approach a complaint with an open mind and to attempt to resolve problems through discussion and negotiation. Where a complaint cannot be resolved through discussion and negotiation, we acknowledge the need for an appropriate external and independent agent to mediate between the parties. We will therefore submit the complaint to mediation by an independent mediator appointed by the President of the Institute of Arbitration and Mediation Australia (ACT Chapter). The costs of this mediation are to be borne equally by the parties.

Appeals Policy

The Company normally applies the appeals procedures that are contained in the contracts entered into with our client organisations. However, where our dealings with client organisations are not covered by a contract which includes provision for an appeals procedure, we will follow the steps outlined in our Appeals Policy and Process.

Our appeals policy aims to ensure that:

- all appeals about assessment decisions are handled professionally and confidentially in order to achieve a speedy resolution
- all appeals are managed fairly and equitably and as efficiently as possible
- all parties have a clear understanding of the steps involved in the appeals policy
- clients are provided with details of any relevant external authorities, if applicable to the appeals process

All clients not covered by a contractual appeals procedure will be provided with a copy of this Appeals Policy and Process document upon request.

The Appeals Policy and Process provides an avenue for clients to raise issues in connection with assessments of competence or other decision taken by Bayley & Associates.

Bayley & Associates will ensure that each appellant is given the opportunity to formally present his/her case. We will also ensure that each appellant is given a written statement of the appeal outcomes, including reasons for the decision.

Disciplinary Matters Policy

Bayley & Associates expects that all candidates will be frank, honest, open and cooperative when presenting evidence for assessment. This is essential to protect the standing of qualifications that we issue. If we become suspicious of evidence presented by a candidate, we will take reasonable steps to confirm that the evidence presented for assessment is genuine.

Our disciplinary policy aims to ensure that candidates are aware of:

- our expectations regarding the presentation of evidence
- the steps that we will follow to confirm the validity of any evidence that we consider to be suspicious
- the actions that may be taken if we believe that there has been some form of inappropriate action in connection with the presentation of evidence
- their rights to appeal a decision that affects them
- the steps involved in the appeals policy

Activities That May Lead to Disciplinary Action

At Bayley & Associates, we will not tolerate:

- **Fraud**
For example claiming to have prepared a document or participated in a process when in fact the candidate did not do so, falsification of documents such as Statements of Attainment, supporting statements or course attendance certificates or similar actions.
- **Plagiarism**
For example copying someone else's work without a recognised form of acknowledgement or similar actions.
- **Inappropriate Assistance**
For example passing off work completed by someone else as the candidate's own work.

How We Validate Evidence

Candidates are asked to sign a statement of authenticity for any written evidence they present. This statement is in a form similar to that below.

Statement of Authenticity	
I certify that the work submitted is my own. If it is group work, then I certify that I participated actively in the group process and I have clearly explained what my own contributions were. I have acknowledged the work of others (such as published authors and internet sites) where it has been included to illustrate points in my work.	
.....	
Signature	Printed Name
.....	
Date	

If the assessor considers it possible that the evidence that has been presented may be false, fraudulent or otherwise suspicious, the assessor may:

- Discuss with the candidate how the work was produced
- Confirm that the work/documents produced are the work of the candidate by seeking validation from a reliable third party such as a work colleague or supervisor
- Disregard the dubious evidence and use other forms of evidence to determine competency

Refunds Policy

Cancellation of Training by Bayley & Associates

A full refund will be made on any course cancelled by Bayley & Associates. If the client prefers to be transferred to another course, Bayley & Associates will do this at no additional cost.

Cancellation By Client

For organisational clients, the refund policy shall be as per the contract covering the services.

For individual clients, a full refund will be made if cancellation occurs prior to 10 working days before the commencement of a course. A refund of 50% will be made if cancellation occurs less than 10 days before course commencement. No refund will be paid for a cancellation occurring after the commencement of the course.

Where these arrangements impose undue financial hardship on a client, the client may make a written application for special consideration of their circumstances. Bayley & Associates will consider such applications and may waive the cancellation fees at the sole discretion of a Company Director.

Withdrawal From Course/Module At Client Request

No refund will be made for withdrawal after the commencement of the client's course. The client will be permitted to transfer their enrolment to another suitable training program at no additional cost.

Where these arrangements impose undue financial hardship on a client, the client may make a written application for special consideration of their circumstances. Bayley & Associates will consider such applications and may waive the cancellation fees at the sole discretion of a Director of the Company.

Procedure for Submitting a Request for Refund

A request for refund may only be submitted by the client who originally paid the course fees. Appropriate supporting documents should be attached to the request, for example, doctor's certificate, police report etc. Requests for refund will normally be considered and processed within a period of 10 working days from receipt of the written request. All refunds will be issued by cheque. All requests for refund must be submitted in writing to:

Refunds
Bayley & Associates
PO Box 388
MAWSON ACT 2607

Dispute Resolution

Disputes regarding the refund policy and its application will be dealt with in accordance with the Bayley & Associates Complaints Policy. A copy of the Complaints Policy is made available to clients at the time of enrolment and is also available by request thereafter.

Access & Equity Policy

At Bayley & Associates, we are committed to providing training and assessment services in a manner consistent with the principles of access and equity. This means that our staff will:

- comply with all legal obligations with regard to access and equity
- treat every participant/client with respect
- make reasonable arrangements to accommodate individual needs, when adequate notice of these needs is provided
- uphold the highest standards of personal behaviour consistent with the Bayley & Associates Code of Conduct

We expect participants/clients to:

- comply with all legal obligations with regard to access and equity
- treat staff and other participants/clients with respect
- advise in a timely manner of the nature of any assistance that may be required

All policies and their associated procedures are available on our website at www.bayleyteam.com.au or by contacting our office on 02 6282 5660.

Issuing of Qualifications/Statement of Attainment

Bayley & Associates may only issue qualifications and statements of attainment which are within its scope of registration and which cover competency standards from nationally endorsed training packages. Details of our scope of registration are available from the Administration & Finance Manager or from www.ntis.gov.au.

Details of competency standards from relevant nationally endorsed Training Packages may be found in the Bayley & Associates Library. These may also be obtained on the internet by visiting the Department of Education Science and Technology web site and following the links to the relevant Training Package, of from www.ntis.gov.au.

Details of qualifications packaging requirements may be obtained from www.ntis.gov.au and following the links to Qualification Packaging Rules. A hard copy of these guidelines is also available in the Bayley & Associates library.

Your assessor will use your evidence submitted to determine whether you are competent or not yet competent. If you are deemed competent, then you will be advised by your assessor and issued with your Certificate. If you have not been successful in achieving competency, then your assessor will discuss further options with you.

Qualification Certificates and Statements of Attainments are issued with 4 weeks of completion of completion. No certificates or statements of attainment will be issued until final payment has been received.

Frequently Asked Questions

What is an RTO?

A Registered Training Organisation (RTO) is a government registered training provider that can issue its successful students with nationally recognised qualifications from the Australian Qualifications Framework (AQF). More information about the AQF is available from the Australian Government's Department of Education Science and Training. RTOs are regularly audited by government to ensure their compliance with the rigorous standards required to maintain registration.

What is the Australian Quality Training Framework (AQTF)?

AQTF means the nationally agreed quality arrangements for the Vocational Education and Training (VET) system agreed to by the ANTA ministerial council. RTOs are regularly audited by the government against the AQTF standards.

What Qualifications are available?

A qualification comprises a number of individual units of competency. Some units are required (compulsory) units, others are elective. The hierarchy of qualifications is:

Advanced Diploma
Diploma
Certificate IV
Certificate III
Certificate II
Certificate I

What are Core or Compulsory Units and Elective Units?

Each qualification contains subject units which are either core or compulsory units and elective units. Core units are those that industry has agreed are essential if a person is to be recognised as competent at a particular level. Elective units can be chosen by a candidate and reflect the responsibilities of the individual within their current (or previous) work environment or expand on current skills and knowledge. Elective units can be chosen from a variety of recognised Training Packages at an equal or higher level to the qualification in question.

What is a Statement of Attainment?

A statement of attainment lists the individual subject units of competency that a student has completed. It is nationally recognised under the AQF. A statement of attainment is proof of your progress towards meeting the requirements for a qualification.

What is Recognition of Current Competencies and Recognition of Prior Learning?

The process of recognising an individual's skills and knowledge is known as the recognition of current competencies (RCC) or the recognition of prior learning (RPL). RCC acknowledges that skills and knowledge can be gained formally, through education and training programs, or informally, through life and/or work experience. This minimises the need to repeat training in areas where a person is already competent.

What qualifications or courses are offered by Bayleys?

We offer accredited and non-accredited courses. More information is available on our website www.bayleyteam.com.au

What is a Pathway?

The ability for a candidate to achieve individual units at a pace and method of attainment best suited to them, is a pathway to achieving a nationally recognised qualification. Also included in the pathway is the opportunity for a candidate to build on their competency level/competency units/qualifications already achieved - to achieve more than one qualification.

What if I have any other questions?

If your question has not been answered in the FAQs or on our website, please contact our office on 02 6282 5660. We're here to assist!