



Student Handbook



NATIONALLY RECOGNISED
TRAINING

Bayley & Associates Pty Ltd

PO Box 388, Mawson ACT 2607

Phone: 02 6282 5660

www.bayleyteam.com.au

*This handbook is applicable to accredited training services provided
by Bayley and Associates.*

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 to assist you to complete your accredited training. 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 channels:

Telephone: 02 6282 5660

Fax: 02 6282 5661

Email: info@bayleyteam.com.au

Mail: PO Box 388
Mawson ACT 2607

Drop in: Level 1 142 Mawson Place MAWSON ACT 2607

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

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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, specialising in government procurement, contract management, project management and financial management. We offer a specialised team of experienced facilitators and consultants, a better way for training and development.

As a registered training organisation we deliver government approved, nationally recognised training. It enables us to award qualifications under the Australian Quality Training Framework up to Graduate Certificate level.

Accredited Training

Our scope of registration includes qualifications from the Public Services Training Package, Business Services Training Package and the Training and Education Training Package.

For specific details of what qualifications we have on scope, please visit www.bayleyteam.com.au or www.ntis.gov.au.

Short Courses (Non-Accredited Training)

We also deliver an extensive range of non-accredited courses. Our most popular courses are:

- Developing a Business Case
- Writing Business Proposals
- Equity & Diversity
- Writing Tenders
- Contract Management
- Risk Management
- Conflict Resolution
- Public sector management
- OHS & Manual Handling
- Procurement
- Customer Service

These are generally delivered to work groups or teams. Please contact us for more information about your particular training need.

Legislative Requirements

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

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)
- Fair Work 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)

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

Vocational education and training legislation

States and territories also have laws that govern VET in their jurisdictions. These laws establish and grant powers to training authorities, and provide mechanisms for the planning, funding, coordination and evaluation of VET.

Equal opportunity

Australian equal opportunity legislation protects people involved in the training system. Under this legislation it is unlawful to discriminate or harass people at work, school or in the community. Examples of Australian equal opportunity legislation are:

- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Disability Discrimination Act 1992

States and territories also have equal opportunity legislation.

Occupational Health and safety

Occupational health and safety is a broad area of the law:

- Common law rules made by the courts, such as negligence, trespass and defamation are applicable throughout Australia and detailed in the National Occupational Health and Safety Commission Act 1985.
- State and territory laws that deal with general occupational health and safety issues and with particular industries, work processes and equipment. These laws generally take the form of a series of rules and penalties.
- State and territory worker's compensation legislation that protects employees in the case of on-the-job injuries.

These Acts can be viewed and downloaded at [Australasian Legal Information Institute](#) (AustLII) which provides free online access to Commonwealth, State and Territory case law and legislation.

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 Operations 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; and
- provision of accessible format materials, subject to lead times and availability of necessary expert assistance (services provided at cost).

Language & Literacy

Participants with disabilities or language and literacy needs must contact the Bayley & Associates Operations Manager in advance of registering for a course so that suitable arrangements can be made to provide an effective 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. However, this may not be possible for all qualifications. You will be advised before enrolment if it is essential for you to have access to a practice environment

Your responsibilities as a participant

As a participant of RPL, face to face training or SDL, you have a number of responsibilities. These include:

- To understand and comply with the policies and procedures regarding your registration as outlined in this handbook and on our website.
- To understand requirements of the course you have registered for.
- To take joint responsibility with us for your learning experience.
- To provide honest feedback regarding your learning experience.
- To attend and participate actively in all face-to-face training.
- To complete & assessments in accordance with the agreement made with your facilitator.

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, SDL program 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.

Some participants may also be asked to complete an additional evaluation form which is a mandatory requirement of AQTF 2007 and our state registering body. The data collected from these surveys are collated to provide information regarding training quality, work readiness, training conditions and learner engagement. If you are asked to complete one of these forms, we value your assistance and input.

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

Student Policies & Procedures

Registration for Training

To register for a qualification by training or apply for an RPL/RCC assessment, you must complete a registration form, which will be supplied to you by our administrative team.

This registration form requests personal details, invoicing details and also outlines the units of the qualification that you are completing and by which method. It also collects the compulsory information that the Government requires all VET providers to obtain from students. We apologise if you find some of the questions intrusive, but we are obliged to collect this information in order to meet our RTO registration requirements. You should read this handbook to view our policies before signing the form and agreeing to our policies and processes.

Paying Qualification Fees

After completing the registration form and returning it to administration, an invoice will be sent covering all the courses you need to compete to obtain the full qualification or those courses you have selected for your Statement of Attainment. The invoice will be sent to the contact person you have nominated.

Special invoicing arrangements may be made if you wish to make instalments on the qualification fees. This needs to be arranged with administration before completing registration for your qualification.

Qualification Certificates or Statement of Attainments will not be issued until the applicable fees are paid in full.

Effective from July 2011 fees paid in advance to Bayley & Associates for public offer course students will be billed on a course by course basis as applicable to the qualification. The fee paid in advance for any course will not exceed \$1,000. This policy is in accordance with Condition 5 of the AQTF Essential Conditions and Standards for Continuing Registration.

Supported Distance Learning (SDL)

Overview of Process

In general terms the process for registration and completion of the course is:

- Initial enquiry & information gathering
- Bayley & Associates to confirm suitability for SDL arrangements
- Complete registration forms
- Pay for course – 100% before course commencement
- Training documentation provided
- Study & assessment period
- Submission of tasks & assessment conducted
- Qualification / Statement of Attainment issued

Entry Requirements

Potential candidates need to demonstrate their ability to commit to the level of work required to obtain a qualification by SDL. It can be difficult for participants to complete a qualification by SDL as individuals must take responsibility for their own

learning experience. Whilst Bayley & Associates is here to provide support, the participant must maintain the motivation to continue with the work required.

To assist us to evaluate the level of commitment required for SDL study, Bayley & Associates will generally seek a letter of support from the candidate's employer or other relevant person. This will form part of the registration process.

Course Completion Timeframe

A SDL course schedule is provided to each candidate on registration. This schedule outlines dates for the submission of assessment tasks. Candidates will generally be required to submit assessment tasks at least once per month.

All SDL students must complete their chosen qualification within 12 months from the date of registration. If participants do not complete within the 12 month period, then the enrolment may be terminated.

We will consider applications for extension of time to complete supportively on a case-by-case basis, and will take into account factors such as progress made with the program, the reason(s) for the delay in completion and our assessment as to the likelihood of completion. In these circumstances, any possible refund of fees paid in advance will be entirely at our discretion.

Expected Hours of Study

We cannot provide an exact amount of hours of study required for each unit of competency due to the different learning styles of participants and the wide range of prior knowledge and experience that participants may bring to their program. However, as a guide, you should expect to commit:

- Cert IV & Diploma – Between 10 and 25 hours per unit
- Advanced Diploma – Between 12 and 30 hours per unit

The length of time spent will also be determined by whether the unit is a general unit (eg. diversity or ethics) or a specialist unit (eg. procurement or project management). Generally speaking, specialist units will require more time and effort to complete.

Facilitator Support

Each SDL candidate will be allocated a facilitator to assist with their learning experience. You will be contacted approximately monthly by your facilitator to ensure you are progressing in your course and to offer any support as required. All submitted work will be marked within 2 weeks (unless otherwise advised) and you will be provided feedback by phone or email.

SDL candidates will also be contacted periodically by our RTO Manager. This contact is purely a 'touch base' client service call.

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. If you cannot

attend an interview in person, we will conduct a phone interview to help you get started with the RPL process.

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 opportunity 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.

Support for you during your RPL

We will provide you with an RPL Candidate's Toolkit that has been customised to the particular units and qualifications that you are undertaking. This contains helpful advice on how to prepare for your RPL, as well as forms and other templates that can help you to streamline your preparation. You may also be provided with an evidence guide to offer your further support.

Remember that you are seeking RPL because you believe that you have already acquired all the skills and knowledge of the competency you seek. There are many different ways that you can achieve this level of skill and knowledge including prior formal study, informal study, related skills applied in a new setting or years of on the job experience. Sometimes people comment that the RPL process feels easy. This is how it should feel – after all, you are only being offered RPL because you are already competent! Seriously, if it feels very difficult after you start the process, you may have gaps that would be better filled by training.

Please do not stress out and take ages trying to sort out issues with your RPL - contact us so that we can assist you. Your assessor is available by phone or email to assist you and answer any questions that you may have.

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:

- 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 favour holistic assessment processes using realistic workplace tasks that cover many competency elements at the same time (to the greatest extent possible) as this most closely reflects the real life work situation participants are training for. Most people's work is not broken down into unit by unit activities – and that is why we believe that assessment should be holistic as well.

We will provide any client who receives an unfavourable assessment decision with written reasons to support the decision.

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.

RTO Policies

Issuing 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.

Your assessor will use the evidence you have 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 provide you with reasons for this decision in writing, and will discuss further options with you.

Qualifications and Statements of Attainments are usually issued with 4 weeks of completion of training or provision of RPL evidence. No certificates or statements of attainment will be issued until final payment has been received.

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 personal information that is necessary to provide you with the services you request. 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. 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)

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.
- c. 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.
- d. 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 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, it is now compulsory for us to collect certain demographic information such as languages spoken and prior level of study in order to meet our Registration Standards. To qualify for some government payments, we may need to have information about your Aboriginality or employment status.

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 8.30am and 5pm Monday to Friday
- Writing to the Operations 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.

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

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 training 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 will be as per the contract covering the services.

For individual clients, a full refund will be made if cancellation occurs with at least 30 working days notice before the commencement of a training program. A refund of 50% will be made if cancellation occurs between 29 and 10 working days before course commencement. A refund of 25% will be made for cancellations up to the first day of the course. 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. Refunds will be made by cheque or EFT. 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.

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 courtesy and 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.

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 within the Australian Qualifications Framework (AQF) is:

- Vocational Graduate Certificate – Level 7
- Advanced Diploma – Level 6
- Diploma – Level 5
- Certificate IV – Level 4
- Certificate III – Level 3
- Certificate II – Level 2
- Certificate I – Level 1

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 RCC and RPL?

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 both accredited (leads to a qualification) and short courses for professional development. More information about the courses we offer and our course schedules are 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 or by email on info@bayleyteam.com.au. We're here to assist!