



BARRINGTON
TRAINING SERVICES
RTO 91397



STUDENT INFORMATION HANDBOOK

V20.2 – Aug 2026



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Message from the Chief Executive Officer

Welcome!

Thank you for choosing Barrington Training Services (RTO Provider Number 91397) to assist you in achieving your learning goals. The decision to undertake a study is an important one. Whether you are seeking to update or upgrade skills or embarking on a new career, our team of friendly and dedicated staff is available to make your learning experience unique.

To guide you through your study, we have developed this **STUDENT INFORMATION HANDBOOK**. It contains information about your training and outlines a range of processes and procedures put in place to ensure consistency and quality. We aim to provide you with the best trainers and assessors, along with support services, to ensure your learning experience meets and exceeds your expectations.

To help maintain our high standards, please take time to read this information. You may wish to refer to the details in this document during your training, so keep it in a safe place.

We also encourage you to access the [Student Information](#) page on our website. This page provides important information about studying with BTS, including links to the Student Learning Portal, policies and procedures, various student forms, and supporting documents.

On behalf of the whole team, I wish you an enjoyable and rewarding experience with Barrington Training Services (BTS).

Allen Barry
CEO

Handbook Disclaimer

This handbook contains information that is correct at the time of printing. Changes to legislation and/or training provider policy may impact the currency of information included. Barrington Training Services reserves the right to vary and update information without notice. Readers are advised to seek any changed information and/or updates from the training provider.

This handbook has been prepared as a resource to assist students in understanding their obligations and those of the training provider. All students must read, understand, be familiar with, and follow the policies and procedures outlined in this handbook.

Further information can be obtained by contacting:

Barrington Training Services Pty Ltd

RTO ID:91397

ABN: 66 102 353 622

PH: 02 9899 0600

E: training@barringtons.com.au

W: <https://barringtontrainingservices.com.au/>



About Barringtons

Barrington Training Services is a subsidiary of the Barrington Group of Australia Pty Ltd, which has been operating since 1991.

The Barrington Group has a strong background in fraud investigation, organised and systematic crime investigation, surveillance, electronic security and security portfolio management. The Group is a diverse organisation capable of providing a complete range of investigative and consultative services throughout Australia.

BTS is a Registered Training Organisation that delivers qualifications from the Australian Qualifications Framework (AQF). We are regulated by the Australian Skills Quality Authority (ASQA), who are the national regulator for the vocational education and training (VET) sector and are responsible for regulating approximately 90% of Australian vocational education and training (VET) providers. ASQA accredits VET courses to ensure they meet nationally approved standards, based on industry, enterprise, education, legislative and community needs and monitors BTS's performance and quality to ensure that we maintain a commitment to our students and that we continue to meet national standards.

BTS specialises in the provision of training in the areas of Hospitality, Business, Work Health and Safety, Human Resources, Leadership and Management and Retail across Australia.

Code	Title	Extent	NSW	VIC	QLD	SA	WA	TAS	NT	ACT
BSB20120	Certificate II in Workplace Skills	Deliver and assess	✓		✓					
BSB30120	Certificate III in Business	Deliver and assess	✓		✓					
BSB40120	Certificate IV in Business	Deliver and assess	✓							
BSB40520	Certificate IV in Leadership and Management	Deliver and assess	✓							
BSB41419	Certificate IV in Work Health and Safety	Deliver and assess	✓							✓
BSB50120	Diploma of Business	Deliver and assess	✓	✓	✓	✓	✓	✓	✓	✓
BSB50420	Diploma of Leadership and Management	Deliver and assess	✓		✓					✓
BSB50320	Diploma of Human Resources Management	Deliver and assess	✓	✓	✓	✓	✓	✓	✓	✓
BSB51319	Diploma of Work Health and Safety	Deliver and assess	✓							✓
BSB60420	Advanced Diploma of Leadership and Management	Deliver and assess	✓							
CHC33021	Certificate III in Individual Support	Deliver and assess	✓							
PSP40316	Certificate IV in Government Security	Deliver and assess	✓	✓	✓	✓	✓	✓	✓	✓
SIR20216	Certificate II in Retail Services	Deliver and assess	✓	✓	✓	✓	✓	✓	✓	✓
SIR30216	Certificate III in Retail	Deliver and assess	✓	✓	✓	✓	✓	✓	✓	✓
SIT20322	Certificate II in Hospitality	Deliver and assess	✓	✓	✓	✓	✓	✓	✓	✓
SIT30622	Certificate III in Hospitality	Deliver and assess	✓							
SIT30821	Certificate III in Commercial Cookery	Deliver and assess	✓							
SIT40422	Certificate IV in Hospitality	Deliver and assess	✓							
SIT50422	Diploma of Hospitality Management	Deliver and assess	✓							
HLTAID009	Provide cardiopulmonary resuscitation	Deliver and assess	✓	✓	✓	✓	✓	✓	✓	✓
HLTAID011	Provide First Aid	Deliver and assess	✓	✓	✓	✓	✓	✓	✓	✓



In keeping with the Barrington Group mission statement, BTS undertakes to provide high-quality training which offers consistency and flexibility in the development, delivery and assessment so as to maintain the integrity of Business, Hospitality, Retail, Financial Services and Security industries.

Code of Conduct

As a responsible member of the VET community, BTS follows a Code of Conduct which outlines how students can expect us to behave. Similarly, we have expectations for student behaviour.

BTS ensures that we all act with integrity and adhere to the Code of Conduct in our behaviour and decision-making. The Code of Conduct details the standards expected in order to ensure difficulties and decisions are dealt with in an ethical and fair manner.

When you enrol into one of our programs, you must agree to the Student Enrolment Agreement and the terms and conditions outlined in this handbook.



General Information

Compliance with legislation

As a registered training organisation, Barrington Training Services is committed to upholding full compliance with all regulatory guidelines, frameworks, and the Standards for Registered Training Organisations 2025. This commitment is integral to maintaining our registration status and ensuring the quality and integrity of our training services.

Below is a list of some relevant legislation that BTS abides by and requires you to be aware of:

Commonwealth Legislation:

- National Vocational Education and Training Regulatory Act 2011
- Standards for Registered Training Organisations 2025.
- Anti-Discrimination Act (1991).
- Workplace Injury Management and Workers Compensation Act 1998.
- Fair Trading Act 1987.
- Copyright Act 1968.
- Disability Discrimination Act 1992.
- Disability Standards for Education 2005.
- Fair Work (Registered Organisations) Act 2009
- Racial Discrimination Act 1975
- Working with Children Act
- Sex Discrimination Act 1984
- Equal Opportunity for Women in the Workplace Act 1999
- Employment Opportunity (Commonwealth Authorities) Act 1987
- Human Rights and Equal Opportunity Commission Act 1992
- Disability Act 2006
- Copyright Act 1968
- Privacy Act 1988 and National Privacy Principles (2001)
- Work Health and Safety Act 2011.
- Work Health and Safety Regulation 2011.

VET Legislation

Registered Training Organisations (RTOs) have an obligation to comply with relevant Commonwealth, State or territory legislation and regulatory requirements.

BTS ensures that staff and clients are fully informed of legislative and regulatory requirements that affect their duties or participation in vocational education and training.

The standards set by ASQA for RTOs to implement ensure that all RTOs and the qualifications they issue are recognised throughout Australia.

The areas of legislation are:

- the financial viability of registered training organisations ([Financial Viability Risk Assessment Requirements 2021](#))
- Compliance Standards persons that have some control or influence over the management of RTOs ([Compliance Standards for NVR RTOs and Fit and Proper Person Requirements 2025](#))
- ensuring nationally consistent, high-quality training and assessment across Australia's VET system ([Outcome Standards for Registered Training Organisations 2025](#))
- formally identifying the requirements for accrediting VET courses ([Standards for VET Accredited Courses 2021](#))
- [Standards for VET Regulators 2015](#) performing functions under the [National Vocational and Training Regulator Act 2011](#)
- [Data Provision Requirements 2020](#)
- [The Australian Qualification Framework](#)



Equal Opportunity (Access & Equity)

BTS staff are committed to ensuring all equity and diversity principles are adhered to at all times. BTS has policies in place for access and equity and anti-discrimination. Discrimination (of staff or students) is prohibited, on the basis of the following: gender, marital status, physical appearance, psychological, homosexuality (men or women, actual or presumed)

Discrimination

BTS is an equal opportunity company. We believe everyone should be treated on their merits, without regard to race, age, sex, marital status or any other factor not applicable to their position. BTS does not tolerate any form of discrimination.

Discrimination occurs when someone is treated unfavourably because of one of their personal characteristics or beliefs. The State Anti-Discrimination Act defines discrimination to include irrelevant distinctions, restrictions and exclusions in the area of goods, services and facilities, i.e. patrons of our client's establishments must not be exposed to any form of discrimination.

Under the Federal and State anti-discrimination laws, discrimination in the workplace is against the law, including, but not limited to, the following:

- pregnancy
- religion
- marital status
- race
- political belief & activity
- trade union activity
- social origin
- unlawful sexual activity
- offensive jokes or comments about another racial or ethnic background
- sexual preference
- disability
- physical appearance
- display of pictures or posters which are offensive or derogatory.
- expressing negative stereotypes of particular groups, e.g. married women should not be working.
- judging someone on their political or religious beliefs rather than their work performance
- undermining a person's authority or work performance because you dislike one of their personal characteristics.

Any reports of discrimination or harassment will be treated seriously and investigated promptly, confidentially and impartially.

Harassment, Bullying and Anti-Discrimination

At Barrington Training Services, we define harassment as any unwelcome behaviour that causes offense, humiliation, or intimidation to another person, regardless of its sexual or non-sexual nature. According to Anti-Discrimination legislation, harassment based on factors such as race, sex, pregnancy, religion, marital status, sexual preference, disability, transgender status, or age is prohibited by law.

Harassment can manifest in various forms, including:

- Displaying or circulating material publicly that is racist, sexist, ageist, sexually explicit, anti-gay, or anti-transgender, whether in someone's workspace, belongings, computer (including e-mail), or on the internet, including social media platforms.



- Verbal abuse or comments that disparage or stereotype individuals based on their sex, pregnancy, race, sexual orientation, disability, transgender status, age, or physical characteristics.
- Making jokes that target gender, race, marital status, sexual orientation, disability, age, or transgender status.
- Ignoring, isolating, or segregating a person or group.
- Engaging in staring or leering in a sexual manner or engaging in unwelcome wolf-whistling.
- Initiating sexual or physical contact, such as grabbing, kissing, touching, or asking intrusive questions about sexual activity.
- Repeatedly extending sexual invitations after a person has previously refused similar invitations.

Harassment can occur even with just one instance of unwelcome behaviour, without the need for it to be a recurring pattern. Consent is not required before behaviour is considered harassment.

Furthermore, it is illegal to victimise anyone for reporting harassment or for supporting someone who has reported harassment.

Victimisation

Victimisation occurs when a person is treated unfairly because they have made a complaint, supported someone else's complaint, or participated in an investigation. BTS strictly prohibits victimisation and will take disciplinary action against any individual who engages in such conduct.

Vilification

BTS is committed to providing a safe, inclusive and respectful learning and working environment and does not tolerate vilification in any form. Any conduct by students, staff, contractors or visitors that constitutes vilification, including antisemitism, is strictly prohibited and may result in disciplinary action. The RTO will respond promptly and appropriately to complaints of vilification in accordance with its complaints and grievance procedures and relevant legislation. Under applicable laws, complaints of vilification are made by members of the group alleged to have been vilified.

Antisemitism

BTS does not tolerate antisemitism in any form. Any conduct by students, staff, contractors or visitors that constitutes antisemitism is a breach of this BTS policy, is unlawful under relevant anti-discrimination legislation, including the Combatting Antisemitism, Hate and Extremism (Criminal and Migration Laws) Act 2026, and may result in disciplinary action in accordance with BTS's policies and procedures.



Rights and Responsibilities

What are my obligations as a participant?

Student Rights

All enrolled students will:

- Be treated fairly and with respect by trainers, other staff and other students.
- Learn in a safe training environment free from harassment and discrimination.
- Receive the training and support necessary to achieve educational goals (once all fees are paid or exemptions granted).
- Have their personal information stored, maintained and protected in accordance with the National Privacy Principles.
- Are provided with information about the requirements of the training program to enable them to make an informed decision regarding enrolment.
- Are informed about the implications of government training entitlements and subsidy arrangements (if applicable).
- Have access to our consumer protection system and our complaints and appeals process.
- Be made aware of the fees and charges relevant to completing their training, including charges for equipment and other resources that may be necessary.
- Are consulted in the development of their plan and receive an updated copy as they progress through their education.
- Have the opportunity to present Recognition of Prior Learning (RPL) and Credit Transfer (CT) at the commencement of their learning.
- Receive information relating to deferring or discontinuing studies.
- Receive accurate Certificates and/or Statements of Attainment on successful completion of an accredited training course.
- Receive a refund for services not provided in the event of the training program being terminated early or if the agreed services are not provided either by ourselves or by a third party delivering on our behalf.



Student Responsibilities

All students must ensure that they:

- Treat all staff, students and the public with respect, fairness and courtesy.
- Provide true and accurate information throughout the course of their enrolment.
 - Provide a valid USI on enrolment.
- Pay the necessary fees by the due date.
- Meet their Workplace Health and Safety (WHS) duty of care responsibilities and follow any WHS instructions.
- Always behave in an ethical and responsible manner.
- Accept instruction and training in the vocation given by the employer or by a workplace.
- Attend scheduled training delivered by the registered training organisation.
- Are punctual and attend all scheduled training and assessment sessions.
- Complete assessments as scheduled and meet assessment deadlines.
- Do not plagiarise, collude or cheat in any assessment event.
- Do not cause damage to equipment or facilities.
- Do not illegally copy software, install software, or introduce viruses onto local computers.
- Are not under the influence of alcohol or illegal drugs in the learning environment.
- Do not use any social media such as Facebook, Twitter or Instagram, mobile phones, pagers or similar devices for personal reasons in class or during assessments.
- Do not use cameras or recording devices, including mobile phones, without the consent of the person being photographed or recorded.
- Do not behave in any way they might intimidate, threaten, harass or embarrass other students or staff.
- Do not use offensive language, smoke in any designated non-smoking areas, are always free from drugs and alcohol, or litter on or around our location.
- Maintain a competency record logbook or work evidence guide if you have been issued one.
- Notify your trainer or the office if you are running late or unable to come to training.
- A student must maintain the standard of dress as laid down by the Workplace Health & Safety Act, 2011 and acceptable to community/industry/commerce standards.

If a student fails to fulfil these obligations, the resulting repercussions will vary based on the seriousness and frequency of the violation. Potential consequences may encompass, though are not restricted to:

- A formal reprimand (warning).
- Temporary suspension from the course.
- Requirement for the learner to reimburse any expenses incurred due to resulting damages.
- Termination of the course without the possibility of refund or credit.
- Referral of the matter to law enforcement authorities.



Smoking, Drugs and Alcohol

People under the influence of alcohol or unauthorised drugs in our learning environment are a danger to themselves and to others. Smoking can also present an immediate danger, in relation to flammable or explosive substances, as well as long-term health damage.

Barrington Training Services is a smoke-free workplace. Smoking is prohibited in all buildings and only permissible at designated locations.

Any student under the influence of drugs and/or alcohol is not permitted on our premises, to use our facilities or equipment, or to engage in any Barrington Training Services activity. People taking prescription medication have a duty to ensure their own safety, and that of others, is not affected.

Disciplinary Procedures

Frequent absences or lateness may result in non-achievement of some assessments and/or qualifications. If two assessments are missed and activities/workbooks are incomplete, a recommendation to your employer to have your training cancelled may be applied for. However, reasonable excuses will be considered.

Feedback

During or on completion of your course, you will be contacted by BTS via mail or phone to obtain feedback from you in relation to your training. This information is reviewed and shared with BTS' management team as part of a quality assurance system designed to improve our training services and resources. Barrington Training Services also welcomes feedback from students at any time.

Student Portal and Student Information

Once you successfully enrol, you will gain access to the BTS Learning Management System. This portal will give you access to Training and Assessment materials and resources as well as a variety of information, policies, and supporting documents. We highly recommend that you log in and set up your account to take advantage of these resources at any time. The full suite of **student policies and forms** can also be accessed via the [Student Information](#) page on the BTS website.

RTO Rights and Responsibilities

RTO rights

- Determine the operation or cancellation of any course, ensuring comprehensive notification and support for all enrolled students.
- Modify course fees, schedules, or dates for the entirety or any segment of a program as deemed necessary.

RTO Responsibilities

- Foster a safe and conducive educational and social environment to facilitate students' learning, study, and skill development.
- Endeavour to facilitate course completion in a manner that accommodates the needs of all students.
- Make changes to course delivery, schedules, and venues only when it serves the collective interests of our students or when the benefits of such changes outweigh any associated inconveniences.
- Inform students of changes in fees, course delivery methods, schedules, and venues, while also presenting alternative arrangements, if available.
- Safeguard the well-being of children and other vulnerable individuals who may come into contact with our students during work placements, industry visits, or simulated workplace experiences.
- Require students (where applicable) to provide a declaration regarding any history of violent or abusive behaviour or interactions with vulnerable individuals.



Code of Practice

A code of practice has been developed and endorsed by the staff and management of BTS. It provides a framework for training delivery and assessment by the company.

Its object is to provide guidelines by which employees and subcontractors should conduct themselves when dealing with students, businesses and organisations associated with BTS.

This code of practice is administered by the Executive Director and is applicable to all BTS employees. When conducting the business of BTS, individual employees/subcontractors deal directly with a variety of people and organisations that have an impact on the success of the BTS business. The relationships we must bolster and improve continually include those within industry, candidates, public interest groups, the BTS team and the general public. Conducting our business with honesty and integrity benefits BTS relationships.

The needs and satisfaction of our customers are of paramount importance. At all times, employees/subcontractors should focus on the customers' needs and provide the highest, most professional levels of service at all times.

Any query that cannot be answered or requirement that cannot be met should be referred immediately to the RTO Manager. Confrontation with participants is to be avoided. These difficulties are to be referred to the RTO Manager.

Student Support

BTS is dedicated to providing high standards of service to students. Students can contact their trainer via email or phone during office hours. We endeavour to respond to students as quickly as possible, and we will provide feedback on assessment outcomes within **10 working days** and to all enquiries, telephone calls and emails within **two working days**.

Should students require further support, BTS can assist in identifying the appropriate support services as well as organising such services.

Educational and support services can include:

- Pre-enrolment materials.
- Study support and study skills programs, including 1:1 support with a trainer.
- Language, Literacy, Numeracy and Digital (LLND) programs or referrals to these programs
- Assistance with business English.
- Equipment, resources and/or programs to increase access for students with disabilities and other students in accordance with access and equity.
- Learning resource centres.
- Mediation services or referrals to these services.
- Flexible scheduling and delivery of training and assessment.
- Counselling services or referrals to these services.
- Mental health support or referrals to these services.
- Health and wellbeing support or referral to these services.
- Information and communications technology (ICT) support.
- Learning materials in alternative formats, for example, in large print.
- Learning and assessment programs contextualised to the workplace, and
- Use of trained support staff, including specialist teachers, note-takers and interpreters.



Students with a disability or barrier to learning are required to identify their disadvantage in the application process to ensure that appropriate resources and adjustments can be made prior to commencing the program. We support students with equal opportunity in their studies in accordance with the Disability Discrimination Act 1992 (Cth).

Language, Literacy, Numeracy and Special Needs

BTS recognises that its participants bring a wealth of experience and diversity in cultures to the training area. It also recognises that these differences, whilst enhancing the training experience, may impede you in your studies.

One in seven Australians experience language and literacy difficulties.

If you are encountering difficulties with your training due to language, literacy or numeracy, please do not hesitate to contact your trainer/assessor. BTS has a number of ways we can help you. All problems will be dealt with in the strictest confidence.

If you have special needs to ensure successful training and assessment, BTS will do its utmost to provide you with the method of delivery and assessment required by you.

Please ring our office on **02 9899 0600** for further information.

Getting Maximum Results from Your Training

BTS courses will provide you with the skills and knowledge needed for you to become competent in areas that are essential to successful employment in your industry. After your training, you will be well prepared to continue your career in the industry.

You will demonstrate your competence throughout your training by putting together the knowledge, understanding and skills required of a task and showing that you can perform that task to the standard required by industry.

This demonstration of competence is determined by a competency assessment. Competency assessment is different from 'tests' you may have experienced, such as those in your secondary schooling. Your workplace coach/assessor will ask you to show that you are competent by demonstrating a task, answering verbal or written questions, making a presentation and/or by observing you as you go about your tasks in the workplace.

You will be asked to present clear evidence that you can perform tasks to the standard required by the industry in which you are working.

Training based on demonstrating competence requires active learning, and the best way for you to get the most out of your training is for you to be actively involved in all its aspects.

It is well known that people learn best when they are actively involved in their learning by knowing:

- the purpose of the learning
- the importance of the learning
- the relevance of learning
- the benefits of the learning



You can be actively involved in learning activities involved in your training by:

- Reading your workbooks and assessment prior to the workshops or meeting your trainer
- Asking relevant questions
- Understanding clearly and knowing exactly what you are required to do.
- Practicing skills prior to assessment.

Getting Help During Your Training

It is not unusual for learners to have problems at some stage during their training.

It is important that participants have access to support with a range of mechanisms during their course. If trainees require assistance or counselling related to study or personal difficulties, they should initially speak to their workplace coach/supervisor or their trainer/assessor for referral to appropriate support associations.

It is also important to discuss problems sooner rather than later.

Remember that your workplace coach/supervisor will be able to help in most situations, but only if you tell them about your problems or concerns.

Being able to discuss problems that may affect your work or work in the future is fundamental to establishing good work habits and attitudes. Discussing such problems with your workplace coach/supervisor/trainer is an indicator that you are gaining in competence and is similar to you asking questions about your work tasks.

Your workplace performance may be affected by a range of problems, such as:

- nervousness and anxiety about performance or assessment
- interpersonal problems with other store personnel
- the 'culture' of the workplace
- stress related to overwork or not being given enough work.
- personal/domestic problems outside the workplace

About Your Training

Who helps me with my training?

1. Workplace Based Training - Workplace coach (on-the-job-employees only)

Your workplace coach, who may be a workplace trainer, your employer or another employee who has the appropriate skills, knowledge and expertise in your workplace to teach you the competencies required and to monitor your progress, will provide assistance on the job.

Your workplace coach is expected to:

- Assist you with your learning both on and off-the-job.
- Integrate knowledge learning off-the-job with skills learned on-the-job.
- Monitor your progress in off-the-job training through discussion with your workplace coach.
- Carry out the unit assessment.
- Maintain records relating to workplace training, progress, achievement and assessment.
- Liaise with your training organisation for your formal assessment.



2. Training - off-the-job

Your off-the-job trainer will be an authorised trainer/assessor. The off-the-job trainer is expected to:

- Assist you with learning off-the-job.
- Monitor your learning progress.
- Maintain records relating to off-the-job training and achievement of trainer competence.
- Maintain contact with your employer.
- Provide information to your employer/workplace coach concerning your progress.
- Take responsibility for your Integrated Competency Assessment tasks.

Upon successful completion of all units of competency your trainer you will be issued your certificate and or Statement of Attainment.

Smart and Skilled Funding

BTS is proud to receive funding through the Smart and Skilled program. Smart and Skilled is an NSW Government initiative designed to help individuals gain training in high-demand skills and industries. This program supports vocational education providers like us in delivering training that meets the geographic, occupational, and industry needs of communities across NSW.

Through Smart and Skilled, eligible students can access low-cost or free training options to improve their job prospects and career opportunities. This funding enables BTS to offer a wide range of courses that are tailored to the evolving needs of the workforce, ensuring that participants receive relevant and industry-specific skills.

For more information on Smart and Skilled and to check your eligibility, visit the [Smart and Skilled page](#).

Workplace Health and Safety

BTS undertakes to provide facilities which provide a safe learning environment in accordance with State and Commonwealth legislative and regulatory requirements. Participants are reminded to observe safe work practices when completing training activities. Participants operating machinery or working with chemicals are advised to familiarise themselves with information regarding hazard risks and emergency procedures. They are expected to use protective clothing as required by work health and safety requirements. Workplace supervisors and or trainers are to supervise students undergoing training in the workplace.

When moving or lifting any equipment participants should observe standard workplace principles for safety. If in doubt participant should seek advice from workplace coach/supervisor or their trainer/assessor.

Policies and Procedures

Absenteeism

Participants who are unable to attend scheduled training or assessment activity should contact the receptionist at the relevant venue of their trainer/assessor before the scheduled time to advise of the absenteeism.



Access and Equity

We promote, encourage, and value diversity by providing our students with a learning environment that fosters success. We strive to meet the needs of our community and support individuals and groups who might otherwise be disadvantaged. This includes ensuring equitable access to learning and development resources, as well as offering equal opportunities for training services through flexible delivery and assessment arrangements, along with necessary LLND support.

BTS prohibits discrimination based on factors such as:

- Gender
- Marital Status
- Race
- Religious Background
- Age
- Sexual Orientation
- Ethnicity
- Parental Status

Artificial Intelligence

BTS utilises Artificial Intelligence (AI) to enhance teaching, learning, and operational functions. AI may be used to:

- Improve administrative efficiency.
- Provide feedback to students.
- Identify at-risk and high-achieving students for additional support.
- Engage in student support activities.
- Recommend study pathways toward career goals.

Students should note that AI can complement research materials but must not be plagiarised. If AI systems are used, they must be properly referenced.

Where students are found to be using AI by a Trainer, the assessment material will be sent back to the student accordingly to reference. If plagiarism occurs, this will be handled in line with plagiarism procedures.

AI-related data is protected under the highest privacy and security standards, and the ethical use of AI is a priority. Any AI-based outcomes affecting students are subject to human review and intervention to ensure fairness and accountability.

For further details or in case of concerns about AI usage, refer to the Privacy Notice and Plagiarism Procedures in this handbook.

Assessment

Assessment is the method by which participants are judged to have, or not to have, demonstrated competence in a unit of competency.

Assessments are conducted for all accredited training. Your trainer/assessor will outline the assessment method and requirements for your training as part of the start of each unit of competency. If your trainer/assessor fails to provide this information, please request details from one of our admin team. Course material is either developed or purchased by BTS and will meet the learning outcomes and assessment criteria for each unit of competency. Assessments undertaken by your trainer/assessor will be valid, reliable, fair and flexible and directly related to the assessment requirements specified in the training package.



The **Assessment Strategy** for each course will

vary. It may consist of any, or all, of the following:

- Pre reading and activities.
- Question and Answer
- Role Plays
- Case studies
- Project
- Practical Assessment
- Observation/Demonstration
- Third party evidence/Supervisors report (if you are currently working)

Complaints and Appeals

BTS ensures that the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process. Complaints and appeals are finalised as soon as practicable. Please follow the steps outlined in the policy below and we will do everything we can to resolve the issue.

Student Complaints

During your learning program, if you have concerns about your course, trainers, other staff, students, or BTS policies and procedures, we recommend addressing them as soon as they arise. Initially, we suggest discussing the issue with those directly involved to give them an opportunity to respond. If the situation remains unresolved, you can contact the Non-Executive Director - Training, Finance and Administration.

BTS ensures that our complaints process is accessible, transparent, fair, and equitable and that any complaint or appeal is handled confidentially and promptly. For more details, please refer to the ***Complaints and Appeals Policy***, which is available on the BTS website.

Should a participant have a complaint or wish to appeal an assessment result, they are encouraged to do so by using the following process.

Complaints and appeals process

All complaints and appeals are handled through a four-stage process, with each stage representing an increase in the level of formality with which the complaint or appeal is handled:

Stage 1 – Informal Internal Complaint.

BTS expects that most complaints will be resolved informally, and directly with the person concerned. Informal resolution is an effective mechanism for resolving complaints and provides an ideal opportunity for open and direct dialogue between students and BTS staff. Informal resolution is appropriate in matters where the participant/complainant feels comfortable with making a direct approach, or where the complaint does not relate to allegations of unlawful behaviour (e.g. assault, illegal discrimination or harassment, corruption).

Stage 2 – Formal Internal Complaint.

A student who is dissatisfied with any aspect of BTS's operations has the right to lodge a formal complaint to the RTO.

The student should lodge a formal complaint within 10 working days of the appearance of the issue or the last meeting where the student and BTS failed to reach an informal resolution on the matter. The formal complaint must be submitted in writing via the online Complaint and Appeal Request form, available on the BTS website, or by emailing the BTS Training Administration Team at training@barringtons.com.au.

Stage 3 – Formal Internal Appeal

A student who is dissatisfied with the BTS's decision, action, or process has the right to have the matter reviewed and to appeal the decision made by the RTO.

An appeal is a review of any decision made by BTS (including its employees) with which the student



disagrees, and includes decisions such as those relating to admission, recognition of prior learning, assessment, or decisions arising from the formal complaint process.

Students wishing to formally appeal any decision made by BTS should do so **within 20 working days** of receipt of BTS's decision. The student must submit the formal appeal in writing using the online *Complaint and Appeal Request form*, available on the BTS website, or email training@barringtons.com.au.

Stage 4 – Formal External Appeal

If a student believes that the outcome of their internal appeal is unfair or incorrect, they may lodge an external review or complaint with an independent third party and seek a resolution via an external agency or a formal external appeal.

Students can submit a complaint to ASQA through [asqaconnect](#), a community space for information regarding training provider-related issues, and make a complaint to ASQA regarding a training provider.

If students are unable to access *asqaconnect*, they can submit a complaint through the [National Training Complaints Hotline](#) by either completing their complaints form or calling the enquiry line on 13 38 73.

Outcomes of complaints will be provided to the participant in writing within 10 working days of the decision.

Assessment Appeals

If you are not satisfied with the outcome of an assessment, you may appeal the decision. The focus of the appeals process is to listen to the participant's reasons for appeal and provide explanations for how the outcomes were determined.

- a) **Informal discussion.** It is understood that the formal assessment appeal process commences when the trainer/assessor, BTS, and the student have not resolved the issue informally as per section 5.4.1 of the Complaints and Appeals Policy, and via a formal internal complaint as per section 5.4.2.
- b) **Formal interview.** Upon submitting the formal assessment appeal in writing using the online *Complaint and Appeal Request form*, a formal interview is arranged with the trainer/assessor, participant, and the RTO Manager. This should occur within 10 working days of the formal appeal being submitted.
- c) **Review of assessment.** A thorough review of the assessment is conducted, including assessment results, questions and answers, observations, role plays, and any other relevant assessment evidence.
- d) **Outcome determination.** Following the review, one of the following outcomes will be determined:
 - The original assessment result is upheld, concluding the appeal process.
 - A new assessment result is recorded, concluding the appeal process.
 - A re-assessment is required.
- e) **Re-assessment (if required).** The participant completes a new assessment as per the determined requirements.
- f) **Re-assessment outcome.**
 - The re-assessment result is reviewed and finalised. This should occur within 10 working days of the re-assessment being submitted.
 - The RTO Manager moderates the outcome with a mutually agreed independent assessor/industry expert, ensuring fairness and impartiality.
 - The final result is recorded, and the appeal process is concluded.

- g) **Further appeal.** If the student remains dissatisfied with the outcome, they may escalate their appeal as per section 5.4.4 of the Complaints and Appeals Policy.

Consumer Protection



BTS ensures consumer protection as part of our commitment to delivering quality training and assessment products and services. We provide:

- Accurate information about our services and fees.
- Details about student rights and responsibilities.
- Necessary training and support to achieve competency.
- High-quality training and assessment experiences.
- A clear and accessible feedback system and consumer protection system, including an identified consumer protection officer.
- A complaints and appeals procedure.
- Procedures for protecting personal information.

Conflicts of Interest:

Conflicts of interest refer to situations which could cast doubt on BTS on an employee's ability to act with total objectivity when exercising their judgment to promote BTS' best interests; BTS recognises the importance of employee/subcontractor involvement in activities in outside business, political and community activities. BTS encourage employees to engage in such activity so long as they are legal and do not interfere with the proper performance of the duties at BTS. Each employee is expected to disclose any activity that interferes with or appears to interfere with the employee's ability to exercise proper judgment in furtherance of BTS's best interest.

Examples of potential conflicts of interest include:

- Employment or significant affiliation with an organisation which is deemed as, or that does significant business with a competitor of BTS.
- Disclosure of confidential information
- An employee's use of confidential BTS information for personal profit or advantage.
- Competition with BTS by the employee directly or indirectly in any sale or transaction of which BTS is a party.
- Conflict with an industry representative or participant that may impact the employee's ability to make objective and fair training and assessment decisions.

The code of conduct requires the employee/subcontractor to notify the Non-Executive Director - Training, Finance and Administration of an apparent conflict of interest. If an approval seems to be required, it should be requested in writing to the company CEO.

Any breach of this code of practice may result in disciplinary action, termination of employment or contract.

Course Information

BTS will advertise courses and training programs on their website. Advertisements will detail the name of the program, qualification outcome and details of accreditation. All advertisements will comply with relevant legislative requirements for equal opportunity and access and equity, as well as the Australian Quality Training Framework for the marketing of accredited training.

Once your enrolment has been accepted and the course commences, the trainer/assessor will be provided with a copy of your training and assessment plan which must be used to monitor and record your progress.

Training plans can also be customised to meet the needs of the employer and the participant if you are undertaking a qualification within your workplace. This can be negotiated prior to enrolment to encompass all relevant workplace training and structured training if required.

Fees and Charges

Course fees



The applicable fee for each course offered by BTS is detailed on our website. Several factors will determine the cost of a student's program, including:

- The specific course or program and its duration
- Study load and mode (full-time, part-time, face-to-face, online, etc.)
- Credits applied through direct credit transfer or recognition of prior learning.
- Any previous qualifications held.
- Eligibility for subsidies or concessions, if applicable
- Regardless of the availability and receipt of government subsidies by an employer, school, or student, BTS requires that any enrolment fees, administrative charges, or other applicable charges be paid before or at the time of enrolment.

Our fees and charges are reviewed annually and are subject to change.

Applicable administrative fees are listed in the ***Schedule of Administrative Fees***, which is available on the BTS website.

Fee Protection

BTS does not hold fees in excess of \$1500 or over. BTS has a fee protection policy in place in case it cannot deliver services for which the learner has prepaid. In this case, the learner will be refunded for all fees paid in advance.

Additional Fee Information

Before enrolling in your chosen program, you will be informed of any additional costs for equipment, textbooks, or field trips that may be required. This information will also be available on our website.

Students must pay the relevant fees in full to receive any credentials. If fees are not fully paid BTS will not issue Certificates or Statements of Attainment and may, in certain circumstances, refer unpaid debts to a collection agency.

In some cases (e.g., under certain Awards), an employer or support agency may pay the fee on behalf of the students. However, credentials will only be issued to the payer with written authorisation from the participant.

No additional fees will be charged to students if a third party delivers training and assessment on our behalf (known as a Third-Party Arrangement).

Skills Recognition or Credit Transfer approvals will result in a fee adjustment, which will be provided upon enrolment.

If your employer wishes you to attend any additional 'off the job' training or requests more specialised requirements, there could be an additional fee imposed on the employer (or yourself). Please discuss any fee arrangements and concessions, which may apply, with the BTS Training Team on 02 9899 0600.

Replacement of qualifications

If you require a copy of your certificate or statement of attainment other than those that will be issued to you at the completion of your qualification, the respective administrative fees will apply.

Payment Options

Payment in full of course fees can be made to Barrington Training Services via:



- a. Credit Card
- b. Debit Card
- c. Electronic funds transfer
- d. Cash
- e. PayPal
- f. Direct Debit

Failure to Make Payment

All fees and charges must be paid by the due date. Failure to pay fees and charges may result in any or all of the following, until the full amount is paid:

- a. Suspension from attending or participating in the course
- b. Restrict access to learning materials and LMS (Axcelerate)
- c. Exclusion from assessment activities
- d. Withholding the grading of assessments
- e. Withholding of qualification and academic record
- f. Refer the debt to external debt collection or notify relevant credit agencies of your default
- g. Termination of the student's enrolment
- h. Suspension of any other obligation BTS or a Partner has under this Agreement

Privacy

BTS is committed to supporting the privacy and confidentiality of our students. We collect, use, and store information in accordance with the Privacy Act 1988 (Cth), the Trade Practices Act 1974 (Cth), and the National Privacy Principles.

Certain general, non-specific information such as location, gender, age, and results may be shared with other agencies to inform future funding arrangements and statistical data requirements. These agencies may include State/Territory Departments of Education and Training and the National Centre for Vocational Education Research (NCVER).

We will not share personal information with any person or agency without a student's permission, unless required by law. Information will only be shared if one of the following applies:

- a) You have given us permission.
- b) You would reasonably expect, or have been informed, that information of that kind is typically shared with those individuals, bodies, or agencies.
- c) It is required or authorised by law.
- d) It will prevent or lessen a serious and imminent threat to someone's life or health.

Please refer to the Privacy Notice at the end of this handbook, which is also available in the Student Enrolment Agreement and on the BTS website.

Record Keeping and Confidentiality

BTS is dedicated to maintaining and safeguarding the accuracy, integrity, confidentiality, and currency of all records. We respond promptly to requests for information or access to records from past or current students.

All hard copy records, including personnel files and learner records, are stored in a locked, secure office area. Electronic records are saved on a password-protected computer system, and training records are stored in our Student Management System. We protect records by using up-to-date virus, firewall, and spyware protection software.

Records of all complaints handled, and their outcomes shall be maintained for a period of at least five years to allow all parties to the complainant appropriate access to these records, upon written request to BTS.

All records relating to complaints will be treated as confidential.



Refunds

BTS upholds a fair and equitable refund policy that specifies the conditions under which a refund of fees may be granted.

Administrative Fees are not refundable

If you wish to terminate your studies and withdraw your enrolment, you must notify BTS in writing by submitting the *Variation to Enrolment Request form*.

If you wish to seek a refund of course fees paid, you must notify BTS in writing by submitting the *Refund Request form*.

If withdrawing from a course enrolment, the completed Withdrawal Request must be submitted together with the Refund Request Form.

When approving Refund Request forms and calculating the refund amount, the following criteria will apply:

a. Fee For Service

For students enrolled in Fee for Service training (Full Qualifications), the amount of course fees refunded, less the applicable Administrative Fees as outlined in the Schedule of Administrative Fees, is dependent on when the Withdrawal and Refund Request were submitted:

- 28 calendar days or more before the agreed course start date: **100%**
- Within 27 to 14 calendar days before the agreed course start date: **50%**
- Less than 14 calendar days to the day before the agreed course start date: **25%**

Additionally:

- There will be **no refund** of course fees if the notice of withdrawal is submitted on or after the agreed commencement date.
- A **pro-rata refund** of the **unused portion of the tuition fees** if notice of withdrawal is submitted on or after the course start date **due to confirmed extenuating circumstances**. Extenuating circumstances include extreme illness or hardship and are subject to the following conditions:
 - i. Satisfactory documentary evidence must be provided to BTS
 - ii. Any refund will be at the discretion of BTS
- The above conditions apply:
 - i. whether or not you have paid the Course Fees in full at the time you give your Withdrawal Request; and
 - ii. if you are paying the Course Fees in instalments.
- Any changes to your course Maximum Duration (e.g. through extensions) do not affect the timing of the above periods. If BTS incurs any collection costs under clause 19 of the Student Enrolment Agreement, you may be responsible for these costs at the time of withdrawal.

b. Short Courses and Workshops

For students enrolled in Fee for Service training (Short Courses/Workshops), the amount of course fees refunded is dependent on when the Withdrawal and Refund Request were submitted:

- 7 days or more before the agreed course start date: **100%**
- Within 6 to 2 days before the agreed course start date: **50%**
- Within 2 days before the agreed course start date: **no refund**

c. Government-subsidised training

For students enrolled in government-subsidised training (NSW Smart and Skilled), the amount of course fees refunded is dependent on when the Withdrawal and Refund Request were submitted:



- Once the student has commenced their training activity, and BTS has confirmed that the commencement is recorded: **no refund**
- If the student has not commenced their training activity, and BTS has confirmed that non-commencement is recorded: **100%**

No refund is granted where BTS terminates an enrolment due to a student failing to satisfy course requirements relating to attendance or academic progress in accordance with the BTS Course Progress and Completion Policy, available on the BTS website.

No refund is granted where BTS terminates an enrolment due to a student failing to pay an amount he/she was liable to pay the RTO, directly or indirectly, to undertake the course.

No refund is granted where BTS terminates an enrolment due to a student breaching the Code of Conduct, such as misbehaving (i.e. consuming drugs, alcohol or smoking where not allowed in a training venue), violence, bullying and harassment of any kind, and causing problems for other students, staff, the RTO's reputation and its relationship with other organisations (such as building management) or for breaking laws anywhere in Australia. This does not affect the student's rights to access BTS's complaints and appeals processes.

Provider Default

If a BTS course is cancelled, BTS will mitigate disadvantage to students by meeting the regulatory obligations regarding tuition protection requirements of the Standards for Registered Training Organisations, through adequately resourced financial and tuition safeguards.

If BTS cancels a course, it will notify students enrolled in the course in writing and give the following options:

- transfer their enrolment to another course offered by BTS at no additional cost;
- offer a place in a similar course of study offered by another institution, leading to a comparable award, at no additional cost; or
- receive a refund of all unspent portion of prepaid tuition fees within 14 days after the date of course cancellation (default day). will also give the student a statement that explains how the refund amount has been calculated.

In the unlikely event that BTS ceases to operate as an RTO, BTS will:

(a) notify students and, where possible, assist them to enable them to complete their course through another RTO, including providing all relevant details of completed study; and

(b) issue eligible students with a Statement of Attainment for any completed units of competency, or a Certificate where the student has met all the requirements for the course.

Any eligibility for a refund will be determined considering factors such as units of competency completed, and the remaining time left on the original course duration.

Payment of Refunds

Payment of refunds, if approved, will be made **within 28 days** of receiving the Refund Request Form. Payment will be made by electronic funds transfer (EFT) and will be made in Australian Dollars (AUD) or its foreign exchange equivalent.

The account in which payment of refunds is to be made needs to be stated in the Refund Request Form and will normally be the same account from which payment of fees was made.

A refund calculation explanation as to how the refund was calculated will accompany the student refund payment.

Your enrolment withdrawal is not effective until BTS receives a completed Enrolment Withdrawal Request and a Refund Request Form supported by documentary evidence.

Overpayment

If a student has overpaid an invoice, the student will be able to elect to credit the overpayment towards the following term or receive a refund of the value of the overpayment.



Partial Exemptions – Tuition Fees If applicable

BTS will not charge more than 40% of the tuition fee where the participant falls into one or more of the following exemption categories:

- Participants who are or will be under 17 at the end of February in the year in which BTS provides training, and the participant has not completed Year 12
- Participants who hold a Health Care Card or Pensioner Card issued under Commonwealth Law or is a partner or dependant of a person who holds a Health Care Card or Pensioner Card and is named on that card.
- Participant issues the supplier with an official form under Commonwealth law confirming that the participant, his or her partner or the person of whom the participant is a dependant, is entitled to concessions under a Health Care Card or Pension Card; or
- The participant is Aboriginal or Torres Strait Islander.

Trainers/Assessors

Trainers/Assessors are selected against strict criteria, which ensure that they possess the necessary qualifications and experience in the unit areas they are involved with. Participants can have full confidence in the skills, knowledge and professional standing of our team.

Trainers/Assessors are required to participate in an ongoing professional development program to maintain and update their technical knowledge. They maintain a strict professional development program. This ensures that participants receive the best possible training and assessment.

BTS only employs staff with appropriate formal specialist qualifications in training and assessment or equivalent to deliver nationally accredited courses and training. They also have current and relevant experience in the industry in which they are training.

Nationally Accredited Training

Meeting Standards for Nationally Accredited Qualifications

As a Registered Training Organisation (RTO), BTS must comply with the VET Quality Framework and meet standards overseen by the Australian Skills Quality Authority (ASQA). This framework includes the Standards for Registered Training Organisations (RTOs) 2025, which we must adhere to in order to maintain our registration.

Each year, we conduct an internal audit to ensure compliance, and periodically, ASQA will audit our organisation. We may request your participation in these audits and appreciate your cooperation.

Entry Requirements

Some of our learning programs have entry requirements that must be met before enrolling. These requirements are clearly listed in the course information on our BTS website and the BTS marketing materials such as the Course Information Packs.

The entry requirements represent the minimum qualifications, knowledge, skills, experience, and/or attributes a student must possess to be eligible for admission to our courses. They may include:

- Previous work experience or education
- Specific levels of language, literacy, numeracy and digital (LLND) skills
- Access to a relevant workplace for practicing required competencies.



- Access to a computer, necessary software, and online materials
- An internet connection capable of downloading course materials.
- Access to specific materials, such as personal protective equipment (PPE) or other trade tools
- Courses offered BTS may involve physical and psychological challenges. It is the student's responsibility to inform the trainer of any known physical, medical, or psychological conditions. Disclosure of these conditions will not affect the student's chance to achieve the course outcome but will enable the trainer to accommodate any special needs.

Pre-requisites

Certain units of competency and qualifications may have specific pre-requisite requirements that must be fulfilled before enrolment. These pre-requisites typically involve holding specific qualifications or units of competency. Evidence that participants meet all course pre-requisites is required prior to acceptance into a course.

To participate in BTS courses you must be over 15 years of age. However, participants working in licensed premises or gambling service areas should be at least 18 years of age.

Pre-enrolment

Participants are provided with pre-enrolment information prior to being given a training plan. The pre-enrolment information includes:

- (i) the training product code and title, duration, mode(s) of delivery, location, commencement dates, scheduling, any requirements to commence or complete the training product including assessment requirements, whether any licencing or occupational licence requirements apply, and details of any third party arrangements
- (ii) accurate and accessible information about the foundation skills and competencies (or other attributes) needed to successfully participate in a training product
- (iii) the training support services and wellbeing support services that are available and how to access them
- (iv) any fees and costs payable by the VET student, including payment terms and conditions, refund policies and the availability of any relevant government training entitlements and subsidy arrangements
- (v) the VET student's obligations or liabilities, including any obligations relating to work placements, materials, equipment or IT, costs and processes associated with VET student withdrawal and obtaining a Unique Student Identifier
- (vi) the process for recognition of prior learning and credit transfer application
- (vii) the award/qualification students will receive upon successful completion of the course.

Enrolment

Participants are required to complete and sign the **Enrolment Application Form** including completing a Language Literacy, Numeracy and Digital (LLND) self-assessment before training commences. This self-assessment includes descriptions of each foundation skill and outlines the expectations for the student. Please refer to **Appendix 1** of the **Admissions and Enrolment Policy**.

Subject to previous studies completed, demonstrated skills, competencies, attributes, or other specific criteria, prospective students may be required to complete the LLND Assessment Test, via the BTS Learning Management System. This test will be administered to ensure that students possess the foundation skills required to successfully participate in the training product. Please refer to the **Admissions and Enrolment Policy** for more information.

All personal information is strictly confidential. Please refer to our Privacy Policy on our website.

Induction



After enrolling, and at the beginning of a course, participants will complete an induction. The induction will be arranged by a BTS trainer/assessor or staff member of the Training Administration Team.

Training inductions will include:

- Introduction to relevant trainer/assessor
- Outline the Student Information and/or Smart and Skilled Student Information Handbook
- Discussion of the course outline, duration, and schedule
- Update on uniform/clothing/protective gear (if applicable)
- Outline and explain the training and assessment strategy including modes of delivery.
- Explanation of Recognition of Prior Learning (RPL)
- USI (Unique Student Identifier) information for recording purposes.
- Learning and assessment resources and student support services available
- Assessments submission requirements
- Learning Management System (LMS) navigation
- Any workplace practicals (if applicable)
- Attendance requirements (if applicable)
- Requirements for the issuance of the certificate at the successful completion of the course.
- Student Policies and Procedures, including Withdrawal and Refunds Policy
- Emergency, WHS and wellbeing information

Induction is an important part of commencing a training program. Participants should take this opportunity to satisfy any questions in regard to training, assessment, access to support available and the role and responsibility of BTS.

Unique Student Identifier (USI)

A USI is required by all Australians undertaking nationally recognised training. It allows students to link to a secure online record of their qualifications gained from 1 January 2015, regardless of the provider.

BTS cannot issue Certificates or Statements of Attainment without a verified USI. Therefore, it is mandatory that all students supply their USI upon enrolment. You can apply for your USI at

<https://www.usi.gov.au/students/create-usi>.

If you are unable to create your own USI or require further assistance, contact BTS or the Office of the Student Identifiers Register (USI Office) www.usi.gov.au/contact-us.

Skills Recognition and Credit Transfer

What is Recognition of Prior Learning?

Participants attending BTS courses will be given the opportunity to apply for Recognition of Prior Learning (RPL) or Recognition of Current Competency (RCC) any time prior to the course starting. A student will be issued with the following RPL/RCC student guideline if they want to apply.

It is the acknowledgement of your skills and knowledge obtained through:

- Education and training (university, an RTO, TAFE, school qualifications, industry courses)
- Work experience.
- Life experience (sport, hobbies, community group involvement, unpaid work, etc.)

The main focus of RPL is the learning outcomes of these experiences, not how, when or where the training occurred. It is the process of comparing your skills and knowledge against clearly defined vocational outcomes.

Advantages

The advantages of RPL are that as a trainee you will not have to repeat what you have previously learned and acquired.



BTS can then advise you on what training is most relevant in terms of content, certificate level and development.

Portfolio

This is what evidence is called once it has been collected ready for submission for assessment. The best way you can demonstrate your competence is by submitting a portfolio as evidence of competence. This is a collection of items that supports your claim of already having skills and knowledge and the application of these to meet the criteria contained within the unit of competence.

Remember the evidence you submit must be relevant to the unit of competence being assessed. However, one piece of evidence can be used for more than one unit of competence.

For each unit you wish to apply for RPL you need to complete the following:

- Read the performance criteria carefully and list the units you will need to provide evidence against.
- Complete the application form and self-assessment materials.
- Gather your evidence and put it in sequence. You will need to identify and label the evidence as to which unit of competence it applies. The trainer/assessor will not sort through your evidence and decide this for you. A Justice of the Peace must authenticate any copies of certificates. **Do not include originals.**
- Check your portfolio and a copy of to keep for yourself.
- Send your completed application to training@barringtons.com.au

Applying for RPL

- Familiarise yourself with the RPL process. Establish the units of competence you wish to have recognised.
- Complete a self-assessment and gather your evidence for each unit. A list of possible evidence for each unit is attached.
- Arrange to speak to a trainer/assessor about the process.
- Submit your portfolio.
- Your portfolio will be assessed. You will be contacted by the trainer/assessor for a meeting and/or competency conversation.
- A Certificate or Statement of Attainment will be issued upon successful assessment.

Evidence

To be awarded a qualification or Statement of Attainment through RPL, documented evidence showing the unit/s of competence have been met must be produced. This evidence is the proof of competence and there is a range of evidence that can be used.

These include:

- Work produced,
- Work records documentation,
- Statements from others
- Statements from your previous study/courses
- Life experience
- Work experience.



When assessing your portfolio of evidence your trainer/assessor will be guided by the following principles of assessment and rules of evidence:

Authenticity	You are actually the person who performed the tasks, which are being submitted for assessment. You may be asked to verify this.
Currency	The currency for the evidence presented. Can you still perform the task/activity to the appropriate standard?
Validity	Your evidence must cover the broad range of knowledge, skills and the application of that knowledge and skills as specified in the performance criteria and evidence guide.
Sufficiency	You must collect enough evidence to satisfy the trainer/assessor that you are competent. across all elements of a unit of competence according to the performance criteria.
Reliability	Gather and interpret evidence in a consistent manner that provides for reliable assessment both for the participant and the assessors.
Flexibility	We provide assessment opportunities that reflect a participant's needs. We assess the participant's current competence and employ methods appropriate to the context of the industry.
Fairness	BTS's assessment approach encourages fairness in assessment through consideration of the participant's needs and through making reasonable adjustment when required.

Appeals

Should the participant be dissatisfied with the RPL/RCC determination, they may appeal. See Appeals Process.

Credit Transfer

BTS recognises the training you have successfully completed with other RTO's (or previously by us) and can apply the credit to units on the provision of Certificates or Statements of Attainment.

Our Credit Transfer Process is as follows:

1. Any student is entitled to apply for credit transfer in a course or qualification in which they are currently enrolled.
2. You will be required to present it BTS with your Statement(s) of Attainment or Certificate. You will be asked submit originals for copying and endorsement by our staff or copies which are certified as true copies of the original by a Justice of the Peace (or equivalent).
3. You can apply for Credit Transfer at any time, but we encourage you to apply before commencing a training program. This will reduce unnecessary training and ensure a reduction in your student fee if Credit Transfer is awarded.
4. Credit transfer can only be awarded for whole units of competence that meet the packaging rules of the Qualification you are enrolled in. Where only a partial credit is awarded, this will not be considered for credit transfer, and you will be advised to seek RPL.
5. You cannot enrol in a training program only for credit transfer.

Mutual Recognition

Under Mutual Recognition an RTO must accept the credentials issued by another RTO based in any State/Territory of Australia.

The credential may be a Statement of Attainment for specific modules or units of competency, or it may be a complete qualification such as a certificate or diploma.

The body issuing the credential must be an RTO with a State/Territory Recognition Authority. Students



seeking mutual recognition should contact BTS or speak to your Trainer/Assessor.

What is Competency based training?

Competency standards define the skills, knowledge and competencies needed to effectively operate in any position within your industry.

Accredited courses delivered by BTS are competency based. This means that training is delivered based on units of competency developed by industry.

Participant's abilities are assessed against these units of competency on a 'can do' basis. When a participant can demonstrate competency and/or show that they can demonstrate their understanding or ability, they can be assessed as competent by a qualified assessor. If a participant is not successful on the first attempt, they are provided with feedback and given further opportunities to demonstrate competency within the duration of the training.

The ways to demonstrate that you can perform to the required standard and be classed as 'Competent' include:

- Being observed as you work/performance the tasks and activities.
- Responses to verbal questioning.
- Written responses to theory questions.
- Responding to a role play or case study.
- Conducting a project.
- Submitting a written report.
- Compiling a portfolio of work samples.
- A combination of the above.

All BTS trainers and assessors meet the requirements outlined in the Standards for RTOs 2025 and the Credential Policy, in that training and assessment are delivered by persons who have:

- a) Vocational competencies at least to the level being delivered and assessed.
- b) Current industry skills directly relevant to the training and assessment being provided.
- c) Current knowledge and skills in vocational training and learning that informs their training and assessment.

Industry experts may also be involved in the assessment judgement, working alongside the trainer and assessor to conduct the assessment.

Training Delivery

Training delivered by BTS meets the Standards for Registered Training Organisations (RTOs) 2025. and requirements for registration as a Registered Training Organisation (RTO). Each course or program delivered by BTS has specific resource requirements for delivery. These include physical resources and human resources. BTS has in place a system for ensuring that suitable resources are available before training commences. Please ensure that you receive learning resources for each unit in which you are enrolled.

Nationally recognised training is delivered against competency standards and course outlines are set by industry. Participants are advised of the units of competency they are studying for each course. An induction, signing of a training plan, course outline and timetable will be issued prior to the commencement of any training program.

To support you, BTS, in addition to the training supplied by your employer, will be offering workshops, and/or online delivery of training through our learning management system Cloud Assess.

The delivery of training will be arranged for you and may take the form of face to face workshops, online delivery, a mixed mode or alternatively be delivered one-on-one depending on your needs or the needs



of your employer if he has organised the training for you.

Workshops will:

- Support the training.
- Review the performance requirements of the units of competency.
- Provide for the participant to review their competency with the trainer/assessor.
- Provide current industry information and practical skills where applicable.
- Provide a possible alternative forum for assessment.

A training plan and timetable of workshops will be distributed with scheduled dates for the length of the course.

One-on-one assessment visits may also be done by BTS trainers/assessors on a regular basis. For the duration of a qualification, a participant may be visited to review training and assessment activity. On-the-job training may be discussed with the employer and participant at these meetings.

Please refer to your course information including your timetable (if applicable), course outline and training plan for more information.

Roles and responsibilities of Employer (if workplace-based training)

- Delivering on the job training as outlined in the training plan.
- Ensuring the learner is adequately supervised in your workplace.
- Pay the wages and provide the entitlements as specified in the relevant employment agreement or award.
- Providing a fair and safe workplace
- Release your employee from work duties to participate in training delivered by BTS as outlined in the training plan.

Flexible Learning and Assessment

Our training and assessment strategies include practices that promote flexibility in learning and assessment. We will work with you to offer options that are responsive to your individual needs, maximising learning outcomes and access to learning activities.

Submitting Assessments

As a participant at BTS, you are expected to complete and submit your assessments by the due dates specified in your training plan. Detailed instructions for each assessment, including its context and purpose, will be provided. You will receive feedback on each assessment, and a judgment of **Satisfactory** or **Unsatisfactory** will be recorded based on the evidence you submit.

Resubmissions

If your assessment is deemed 'Unsatisfactory', it will be returned to you with an opportunity to review, revise, and resubmit your work. This may involve providing additional evidence or demonstrating a task again.

If, after two resubmissions, the assessor still determines a 'Unsatisfactory' outcome, you will need to meet with your trainer to discuss further options.

Plagiarism

Plagiarism is illegal and occurs when the ideas and/or words from another person's work are passed off as a student's own. Paraphrasing or rewording, without acknowledging the source of the idea, is also regarded as plagiarism.



Referencing

You must provide references in your work that identifies where your information has come from (i.e., who wrote it, when it was written and the name of the text or a link to the website), **this is of particular importance for those participants enrolled in Diploma or Advanced Diploma level.**

Reasonable Adjustment

Not all participants can demonstrate skill competency in the same way; therefore, it may be necessary to adjust assessment tasks for individuals. Reasonable adjustment involves modifying the assessment to meet the needs, characteristics, and equity requirements of the candidate, within the framework of the unit and the impact on the organisation.

Reasonable adjustments may be needed for participants with:

- Physical disabilities
- Limited language, literacy, and/or numeracy skills
- Limited communication skills
- Limited learning strategies

Reasonable adjustment ensures:

- Adaptable learning strategies that meet each participant's needs
- Appropriate learning materials tailored to individual needs.
- Flexible learning activities with suitable study materials
- Adjustable assessment procedures that enable participants to demonstrate their knowledge, skills, or competencies.

Participants who believe they may require reasonable adjustment are encouraged to speak with the BTS enrolment team during the enrolment process. This information will be passed on to your trainer/assessor and included in the training and assessment strategy.

The types of adjustments that may be provided include:

- Oral responses to questions instead of written
- Allowing extra time for assessments
- Using a support person
- Enlarging reading material
- Braille translations
- Use of technology such as voice-activated software, screen readers, and voice synthesisers
- Use of ramps and height-adjustable desks

Adjustments are made within our capacity to provide them. Please refer to the ***Reasonable Adjustments Policy*** for more information.

Student Records

Participants are required to notify BTS immediately when their name, address or contact details change. Participants may access their records and or progression request. BTS keeps electronic records for up to 30 years as required by our RTO registration and our contractual requirements with ASQA the governing body for RTOs.



Enrolment Deferral or Withdrawal

Deferrals

If you encounter difficulties or changed circumstances that are likely to impact your ability to study, you may apply to defer your study for up to 6 months if you comply with clause 22 of the Student Enrolment Agreement and advise BTS of the date you expect to return to study.

If BTS approves your application to defer your study, then BTS may:

- i. extend the Maximum Duration of your course by up to 6 months (provided there is no teach-out period on your course or material changes to the training package);
- ii. agree to an alternative payment plan with you, which may include deferral of instalments for up to 3 months; and/or
- iii. provide you with additional academic and learning support services.

For more information about Course Extensions, Deferrals and Course Transfer please refer to Student Enrolment Agreement and the Student Information page on the BTS website.

Withdrawals

If you wish to terminate your studies and withdraw your enrolment, you must notify BTS in writing by submitting the Variation to Enrolment Request form.

- You will be refunded any outstanding fees in line with the Student Refund Policy, upon submission and approval of the Refund Request form.
- You will be issued any Statement of Attainment for units assessed as competent within 30 days of notice of discontinuation.
- Your Training Plan will be updated, and you will be given a copy.
- You will be given the results of any assessments.

Issue of Qualifications

BTS issues qualification **within 30 days** once all assessment decisions are agreed upon and endorsed by the RTO Manager, as a qualification issued by BTS serves as evidence of learner competency.

BTS issues qualifications for accredited training in accordance with the national requirements of the Australian Quality Framework. Qualifications are valid only if as a minimum they include:

- Signature of the Chief Executive Officer
- The full name of the participant
- The full name and national code of the Training product or Qualification completed.
- A list of each unit of competency successfully completed.
- The BTS logo and the correct statement.

Full AQF qualifications are only issued where all units of competency relevant to the qualification have been successfully completed. Where all units and competency have not been successfully completed, a Statement of Attainment for units completed will be issued detailing the AQF qualification from which the units have been taken.

Statement of Attainment

Where the participant completed only some of the requirements of the qualification they will receive a statement of attainment. The statement of attainment must be issued within 28 days after receiving notice. BTS reviews their processes to ensure that statements of attainment are not being issued for any purpose other than where the apprentice/trainee cancels their course.



Continuous Improvement

Any areas for improvement which arise where a complaint is found to be substantiated are documented on a Continuous Improvement Register and handled according to our Continuous Improvement Policy and Procedure.

BTS is dedicated to providing a high standard of service, complying with relevant legislation and finding new ways to improve the level and quality of service offered to clients. To achieve this BTS has a documented policy for managing and monitoring all training operations and reviewing participant/client satisfaction.

BTS ensures that delivery of all courses is held in a safe environment and offers all relevant resources required for quality training and to meet our training and assessment needs.

Through ongoing evaluation of training and assessment strategies, trainer feedback, client feedback and industry input, learner feedback, addressing any complaints and appeals, monitoring of internal systems and validation outcomes, the operations of BTS are quality assured.



Privacy Notice

Why we collect your personal information

As a registered training organisation (**RTO**), we collect your personal information so we can process and manage your enrolment in a vocational education and training (**VET**) course with us. If you do not provide your personal information to us, we will not be able to enrol you as a student.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (**Privacy Act**) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts, administration of VET, facilitation of statistics and research relating to education, including surveys and data linkage, and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), Commonwealth authorities, and State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information, please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DEWR is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>.

Surveys

You may receive a student survey, which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact Barrington Training Services to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

Barrington Training Services

RTO ID: 91397

ABN: 66 102 353 622

PH: 02 9899 0600

E: training@barringtons.com.au

Acknowledgement of Country

In the spirit of reconciliation, we recognise the Traditional Custodians of Country throughout all of Australia and their connections to land, sea and community.

We pay our respects to Elders past, present and emerging. We extend that respect to all Aboriginal and Torres Strait Islander people who work, educate and learn with us throughout community and culture.