

BOSS INSTITUTE OF
ADVANCED TECHNOLOGY
STUDENT KIT

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Overview

Prior to any enrolment our staff have been trained to provide the following information to all students on request.

PD005 Prior to Enrolment Information Template

The following information must be used on all course marketing and promotional material. The content of this template cannot be changed without written authority from the Support Team Leader.

As part of our ongoing commitment to provide advice and support services we provide to all our clients/students the following services upon request:

- client selection, enrolment and induction/orientation procedures
- course information including content and vocational outcomes
- fees and charges, including refund policy and exemptions (MA007)
- provision for language, literacy and numeracy assessment (PD007)
- client support, including any external support the RTO has arranged for clients
- flexible learning and assessment procedures
- welfare and guidance services
- appeals, complaints procedures (PD006)
- disciplinary procedures
- staff responsibilities for access and equity (PD002)
- Recognition Prior Learning (RPL) arrangements

Further details of any of the above services may be obtained by:

- reading our student / employer handbook
- contact our staff through the front enrolment counter

The following Student Kit explains these and other important items of information. Should you require further information please feel free to discuss with our staff.

Fees and Charges

Fees

Fees may be paid in cash, cheque, credit card or member account. Fees will be processed during the course. Receipts will be issued at the completion of the course. Fees for all courses must be paid prior to commencement of the course. Fee payments include attendance at course, comprehensive course notes. Fees may vary from course to course.

GST

All fees quoted are GST inclusive. (Where applicable) Any inquiries regarding GST can be directed to the Business Leader.

Enrolments

Post

If enrolment is by post please ensure all items are completed on the enrolment form including method of payment. Provision for Credit Card is included on the enrolment form. Details are to be completed and signed.

Phone

Phone enrolments are also available.

Email

info@bossinstitute.com.au

Induction / Orientation Procedure

The BOSS Institute of Advanced Technology conducts a general induction / orientation at the commencement of each course.

Refund Policy

Assessment:

The student must advise the BOSS Institute of Advanced Technology within seven (7) days of invoice date or cancellation of the assessment. 80% of assessment fees will be refunded.

NO REFUND will be made if cancellation occurs after seven (7) day period or if the assessor has been engaged with the student and the assessment has been deemed to have commenced.

Training

The student must advise BOSS Institute of Advanced Technology of cancellation of the training two (2) days prior to the training date of commencement. 50% of application fees will be refunded. No refund will be made if cancellation occurs less than two (2) days before any training takes place. Our Refund Policy (MA007) is available for viewing on request.

Fees are made payable prior to the training.

Cancellation of Courses

The BOSS Institute of Advanced Technology reserves the right to cancel training initiatives or to postpone the course to an alternative date. All registered participants affected by such postponements will receive a full refund or be offered the opportunity to transfer to the next available course.

If unable to attend, a substitute delegate is welcome at no extra charge. Alternatively, a full refund will be made for cancellations advised and received two (2) calendar days prior to the course commencement.

Code of Practice

The BOSS Institute of Advanced Technology is a Registered Training Organisation and as such has agreed to operate within the Principles and Standards of the Australian Quality Training Framework. This includes a commitment to recognise the training qualifications issued by other Registered Training Organisations. We have a Code of Practice (PD002) Policy that is available for viewing on request.

Legislative Requirements

The BOSS Institute of Advanced Technology will meet all legislative requirements of State and Federal Government. In particular, Workplace Health and Safety, Workplace Relations, Vocational Placement Standards and Vocational Education and Training will be met at all times.

Access and Equity

All training will be recruited in an ethical and responsible manner and be consistent with the requirements of the Curriculum or National Training Package. Our Code of Practice and Access and Equity Policy (PD017) ensures that student selection decisions comply with equal opportunity legislation.

Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on their qualifications and experience.

The BOSS Institute of Advanced Technology (BIAT) actively implements procedures and practices that ensure that all groups have the opportunity to successfully gain skills, knowledge and experience through education and training.

In particular, resources are allocated fairly, educational outcomes are the same for all groups enrolled in the same course, courses are accessible to all people who meet any course specific prerequisites and BIAT services are available to all students equally.

Access and Equity (cont.)

BIAT ensures that its philosophy and approach to learning and training identify support and comply with the relevant State or Territory laws that include:

- Occupational Health and Safety (referred to Workplace Health and Safety in Queensland)
www.whs.qld.gov.au
- Workplace harassment, victimisation and bullying
- Antidiscrimination, including equal opportunity, racial vilifications and disability discrimination
<http://legislation.qld.gov.au/LEGISLTN/CURRENT/A/AntiDiscrimA91.pdf>
- VETE Act 2000
<http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/V/VocEdTrEmA00.pdf>

Quality Management Focus

BIAT has a commitment to providing a quality service and a focus on continuous improvement. We value feedback from students, staff and employers for incorporation into future programs. You will be asked to complete a feedback form at the end of your course.

External Review

BIAT is subject to an external monitoring and audit processes required by the State Training Authority. This covers random quality audits, audit following complaint and audit for the purposes of reregistration.

Client Service

BIAT has client service standards to ensure timely issue of student assessment results and qualifications. These will be appropriate to competence achieved and issued in accordance with national guidelines.

Our quality focus includes a Recognition of Prior Learning Policy (PD015), a fair and equitable Refund Policy (MA007), a Grievance and Appeal Policy (PD006), an Access and Equity Policy (PD017) and student welfare and guidance services. Where necessary, arrangements will be made for those clients requiring literacy and/or numeracy support programs. We will take every opportunity to ensure that this information is disseminated, understood and valued by personnel and clients.

Our student information will ensure that all fees and charges are known to students before enrolment, that course content and assessment procedures are explained and that vocational outcomes are outlined.

Induction / Orientation Procedure

Trainers will conduct induction / orientation prior to commencement of course.

Client Selection

There is no selection criteria for courses run by The BOSS Institute of Advanced Technology.

Management and Administration

BIAT has policies and management strategies which ensure sound financial and administrative practices, and it has adequate insurance policies. Student records are managed securely and confidentially and are available for student perusal on request.

Access to Personal Records

To protect your privacy and that of other students, BIAT has a strict rule of access. You will be required to provide proof of identity, address, date of birth before access will be granted. You will also be required to sign an Authorisation Form (AD004).

Marketing and Advertising

BIAT markets vocational education and training products with integrity, accuracy and professionalism. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product.

Training and Assessment Standards

BIAT has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Assessment will meet the National Assessment Principles (including Recognition of Prior Learning and Credit Transfer). Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of students.

Appeals

BIAT has a fair and equitable process for dealing with student complaints. This procedure is as follows:

Record your complaint in writing (use PD006/1) and send it to the Support Team Leader of BIAT, identifying the following:

- The circumstances surrounding the situation
- Who was involved
- Why you feel unfairly treated
- Any evidence you have
- Date the situation took place and where
- The name of any witnesses who could support your case.

Your grievance will be evaluated and a decision made. If you are not satisfied with the outcome, then an appointment can be made to discuss the matter with the Business Leader of BIAT. A mediator will be appointed if you do not agree with the outcome of the discussion with the Business Leader. The results of the complaint will be appropriately recorded for the future. In the event that a complaint cannot be resolved internally, students will be advised of the appropriate body where they can seek further assistance.

Discipline

Students will be expected to maintain an acceptable standard of behaviour and dress whilst attending training at the BOSS Institute of Advanced Technology. Behaviour, which may be seen to be harassing or discriminatory in nature will not be tolerated and may result in disciplinary action being taken. This action may include temporary or permanent suspension from course. Behaviour that is considered dysfunctional can be found in our Code of Practice (PD002).

Language, Literacy and Numeracy

Students may be required to complete a language, literacy and numeracy test prior to commencing any course. If you have any concerns in this area, our staff have been trained to assist and support you for any training you undertake. If you are having particular problems, BIAT has access to a wider support network.

Credit Transfer and Mutual Recognition

If you have previously completed units of competency of the course in which you are enrolled, you are able to apply for an exemption from those units through Credit Transfer or our Mutual Recognition Policy. BIAT will provide credit transfer to students enrolled in any of their courses on provision of supporting documentation. This documentation is to include the statement of results outlining competency for the applicable unit. If you can verify that you have achieved some of the competencies already, you will not have to complete those units again. Credit transfer is available to all students and BIAT is happy to assist with further information.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is exemption from part of a course of study. The objective of RPL process is to ensure that an individual's prior learning achieved through formal and informal training, work experience or other life experience is appropriately recognised.

RPL is granted if you are able to verify that you have achieved the elements of competency standards being assessed. For example, you may have completed some or all units of competence in another course or gained experience in a job.

If you can verify that you have achieved some or all of the units of competence you will not have to do that part of the course. It is a formal process and BIAT has application forms readily available if you wish to apply for RPL (PD015).

RPL is available to all students. Documentation and application forms are freely available to all students. BIAT is happy to assist with further information.

Prior to Enrolment Information

BIAT is keen to ensure that students are aware of all the services and systems available. You are urged to review the attached Prior to Enrolment Information sheet and ask for details of any particular policies if you so desire.

Welfare and Guidance Services

Boss Institute of Advanced Technology can offer non-judgemental, confidential welfare and guidance support to students. All BIAT trainers have received training in basic student support and have current industry experience to provide relevant information on employment in the construction industry. Specialised counselling can be accessed through qualified counsellors off campus by arrangement.

Legislation

Legislation

Acts directly prescribe rights and obligations for employers and employees in relation to their contract of employment. Boss Institute of Advanced Technology ensures all policy and procedures conform with such legislation and acts and that all staff and clients of BIAT meet all legislative requirements. The following is a brief guide to the relevant Acts in Queensland that can impact on your employment and/or training.

Workplace Health & Safety Act 1995

The Workplace Health & Safety Act 1995 sets out the laws about health and safety requirements affecting most workplaces, work activities and specified high risk plant in Queensland. It seeks to protect your health and safety and the health and safety of everyone at a workplace, while undertaking work activities or using specified high risk plant.

For more information go to <http://www.dir.qld.gov.au/>

Copyright Act 1968

The Copyright Act 1968 protects an author of a document, essay, text, manuscript or file from having their work, plagiarized, copied or disseminated without authorisation from the author. It is important that all students provide original work to ensure this act is not breached.

Racial Discrimination Act 1975

Racial discrimination happens when someone is treated less fairly because of their race, colour, descent, national origin or ethnic origin than someone of a different 'race' would be treated in a similar situation.

For more information please go to the Human Right and Equal Opportunities Commission www.hreoc.gov.au

Sex Discrimination Act 1984

Sex discrimination occurs when a person is treated less fairly than another person because of their sex or marital status or because they are pregnant. This is direct discrimination. Indirect discrimination can also occur when a requirement that is the same for everyone has an unfair effect on some people.

For more information please go to the Human Right and Equal Opportunities Commission www.hreoc.gov.au

Disability Discrimination Act 1992

Direct disability discrimination happens when a person with a disability is treated less favourably than a person without the disability would be treated in the same or similar circumstances.

Discrimination also happens when there is a requirement or condition or practice that is the same for everyone but has an unfair effect on a particular group of people.

For more information please go to the Human Right and Equal Opportunities Commission www.hreoc.gov.au

Legislation (cont.)

Building Act 1975

The Building Act governs all building work in Queensland. The Act empowers the regulation of certain aspects of buildings and structures and includes the administrative terms necessary to give effect to the legislation. This Act will have impact on Certificate I in General Construction, Certificate IV in Building and Diploma of Building.

For more information please go to www.legislation.qld.gov.au

Commission for Children and Young People and Child Guardian Act 2000

The Commission for Children and Young People and Child Guardian is an organisation which promotes and protects the rights, interests and wellbeing of all Queenslanders under 18. The Commission has a child protection system that ensures all people that come into contact with children have been properly screened in order to comply with the Act. BIAT actively encourages and supports the system by ensuring trainers have the necessary requirements.

For more information please go to <http://www.childcomm.qld.gov.au/>

Domestic Building Contracts Act 2000

All projects involving domestic building work valued at more than \$3,300 must have a signed contract which complies with the DBC Act requirements. The DBC Act requires contractors to provide clients with a signed copy of the contract, together with a BSAApproved Contract Information Statement, within 5 business days of entering into the contract. This Act is embedded in the Certificate IV in Building and Diploma of Building Course and Assessment Materials.

For all forms and more information please go to www.bsa.qld.gov.au

Standard Building Regulations 1973

The Standard Building Regulations 1973 provide relevant regulations, construction standards, and practices relevant to the design of buildings and building elements. This is embedded in the course modules for Certificate IV in Building and Diploma of Building.

For more information please go to www.legislation.qld.gov.au

Vocational Education Training and Employment Act 2000 & Regulation

This Act relates to the regulation of Vocational Education and Training for both employers and employees. It is in place to assist in the continuing improvement of training and education services and outcomes for all communities.

For more information go to www.trainandemploy.qld.gov.au

Legislation (cont.)

Workers' Compensation and Rehabilitation Act 2003

The Workers' Compensation and Rehabilitation Act 2003 prescribes employer and employee obligations in relation to worker's compensation and rehabilitation. Advisory Standards also regulation health and safety issues in the workplace including workplace harassment and bullying.

For further information go to website <http://www.nohsc.gov.au/SmallBusiness/BusinessEntryPoint/laws>

WorkCover Queensland Act 1996

WorkCover Queensland provides assistance to any worker who has sustained an 'injury' and whose employment was a 'significant contributing factor' can apply for workers' compensation.

For more information go to www.workcover.qld.gov.au

The Privacy Act 1988

The privacy scheme in Queensland adopts the 11 Information Privacy Principles (IPPs) in the Commonwealth Privacy Act 1988. Queensland Privacy regulates how personal information is collected, stored, used and disclosed by Queensland Government agencies.

It will address community concerns about any unauthorised use of personal information stored on both paper and electronic databases.

There will be strict guidelines about the storage of personal information to protect it from being lost or misused, modified or disclosed.

Queensland Privacy is a government policy and is subject to legislation and existing contractual responsibilities of agencies.

Boss Institute of Advanced Technology ensures that all client information is kept private and confidential. Please refer to Access of Personal Record section for more information.

For more information go to <http://www.justice.qld.gov.au/>

Industrial Relations Act 1999

In Queensland the primary legislation that governs the state industrial relations system is the Industrial Relations Act 1999 which defines an industrial instrument as an award, certified agreement and Queensland workplace agreement.

These cover your rights and obligations regarding:

- rates of pay
- leave entitlements (including public holidays)
- termination and resignation from work
- discrimination
- taxation and superannuation
- employment records

For more information go to <http://www.dir.qld.gov.au/industrial/index.htm>

BOSS INSTITUTE OF ADVANCED TECHNOLOGY

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* The information contained in this flyer is accurate at the time of printing and subject to change without notice.

* This program is subject to minimum numbers.

www.bossinstitute.com.au