



Blended Learning
International

Student Handbook

2018

Version 1.0

Table of contents

Section 1 – Blended Learning International	4
Section 2 – Student commitment and expectations	8
Section 3 – Student services	11
Section 4 – Assessment	15
Section 5 – Policies and procedures	19
Section 6 – BLI Program Administration Office	36

Version: 1.0

Last Updated: February 2018.

Section 1 – Blended Learning International

Guiding principles

The aim of Blended Learning International is to apply the guiding principles of excellence, integrity and creativity in all activities, and to encourage students to make these principles their own.

About the organisation

Blended Learning International is an innovative education and training company in Australia and the Asia Pacific that offers an extensive range of education, training, agency, and research services through four major divisions to students, professionals, government, community, and corporate sectors, as well as providing English language training.

It has been in formal operation since 2003, and earlier developed as a “spin-off” from the Australian National University.

Since inception, the company vision has been excellence in imparting skills and knowledge to encourage and motivate learning. In recent years the company has extended this focus to a greater global reach and continue to use the best of the new and emerging technologies in the delivery of our programs. Blended Learning International has a strong client focus, maintaining long-term relationships in the delivery of our services.

Blended Learning International (BLI) is a nationally Registered Training Organisation (RTO) with the Australian Skills Quality Authority (ASQA), RTO identification number 110068. ASQA-registered training organisations must meet the requirements for registration, including compliance with all components of the Vocational Education and Training (VET) Quality Framework:

-
- Standards for Registered Training Organisations (RTOs) 2015
 - Australian Qualifications Framework
 - Fit and Proper Person Requirements (these requirements are now part of the Standards)
 - Financial Viability Risk Assessment Requirements 2011
 - Data Provision Requirements 2012.

Blended Learning International is focussed on the quality of service and outcomes for our clients. Program assessments are designed in consultation with relevant industry and other stakeholders ensuring the industry relevance of training for our clients.

Program delivery

Programs are delivered using a blended format, including the traditional face-to-face method, online, distance materials, webinar, and video conferencing.

Blended Learning International offers the expertise and capability to design course components, whole courses, or a complete program for delivery in a blended format.

Blended Learning International has training premises in Canberra to suit small groups as well as classes of up to 20 participants. Rooms can be configured to suit different styles of learning and delivery, including conferences, lectures and tutorials. Training support includes, flip charts, projector, Internet access, traditional whiteboard and catering. More information for the Blended Learning International Training Centre can be found at <http://www.blendedlearning.edu.au/home/training-centre/>.

Blended Learning International is equipped to train and assess competencies in the workplace and at external premises.

Accredited courses

Vocational Education and Training (VET) qualifications have been available through Blended Learning International since 2003.

VET accredited courses are courses that have been assessed as compliant by the Australian Skills Qualification Authority (ASQA) under the Standards for VET Accredited Courses 2012 and the Australian Qualifications Framework (AQF).

Courses that are accredited have been formally confirmed by ASQA and are nationally recognised. These courses have been accredited to meet the requirements of established industry, enterprise, educational, legislative or community needs. Accredited courses have passed appropriate competency outcomes and a satisfactory basis for assessments to meet national quality assurance requirements.

Accredited courses are aligned to their appropriate AQF level where it leads to a qualification.

VET accredited courses have an allocated national code and are listed on the national register available at training.gov.au. Further information can be found at <https://www.asqa.gov.au/course-accreditation/accreditation-asqa>.

Blended Learning International is a RTO delivering nationally accredited diploma and certificate courses for students and industry. The VET programs service both the needs of industry and the needs of students including those wanting a pathway into university or to expand their career opportunities.

Blended Learning International is currently delivering the following qualifications:

Code	Name
BSB42615	Certificate IV in New Small Business
BSB50215	Diploma of Business
BSB50415	Diploma of Business Administration

Blended Learning International is also scoped to deliver a range of nationally accredited Statements of Attainment. These can be designed to suit, and some examples include:

- [SIRSS00001- Coaching and Mentoring](#)

-
- RIISS00044- Work Zone Traffic Control – Traffic Controller Skill Set
 - RIISS00042- Work Zone Traffic Control – Road Labourer Skill Set
 - BSBSS00081- Public Relations Skill Set
 - BSBSS00040- Innovation Leadership Skill Set
 - BSBSS00049- Small Business Contracting Skill Set

Course outlines

Blended Learning International course outlines are available from the Blended Learning International website at the following web address: www.blendedlearning.edu.au.

Training package curricula, which include all competency details, can be downloaded from <https://training.gov.au> the National Register on Vocational Education and Training in Australia.

Section 2 – Student commitment and expectations

Blended Learning International has a reputation for delivering high quality innovative training in a supportive learning environment. Blended Learning International students are supported by quality assured systems, strong course organisation and management, comprehensive learning resources and leading-edge equipment and facilities.

Code of practice

Blended Learning International is a Registered Training Organisation (RTO), registered with the Australian Skills Quality Authority (ASQA). Our code of practice supports our guarantee and commitment to quality training and assessment, demonstrated through our:

- Training and Assessment strategies and assessments which are developed through consultation and engagement with and feedback from industry representatives and other RTO's.
- Learning and assessment which is tailored to meet an individual student's learning needs.
- Continuous improvement of all training products and services via informal and formal feedback mechanisms.
- Ethical and accurate marketing and advertising.
- Pre-enrolment information regarding costs and charges for training products
- Documented refund policy.
- Recording and retention of student records and students' right to access the information we hold.
- Confidentiality of information held unless authorised by students/clients or under law.
- Protection and privacy of students' personal information.
- Commitment to the principles of access and equity.
- Complaints and appeals procedures clearly explained.

-
- Compliance with training legislation and Standards for Registered Training Organisations (RTOs) 2015 as updated.
 - We assist students to gain recognition for existing skills and knowledge through Recognition of Prior Learning (RPL) and provide RPL kits to support this process.
 - We provide mutual recognition for completed relevant units of competency with another RTO.

For relevant Blended Learning International Policy for this section, please refer to:

- Pre-Enrolment Information

at the BLI Website (<http://www.blendedlearning.edu.au/home/application/>).

General expectations of students

- To contribute to the harmonious and positive learning environment irrespective of others' gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- To comply with the rules, regulations, policies and procedures of Blended Learning International.
- To be honest and respectful, which includes not falsifying information or assessment items, and not conducting yourself in any way that may cause injury to others or disrupt others.
- To be responsible for your own learning and development by participating actively and positively, and by ensuring that you attend class regularly and punctually.
- To monitor your own progress by ensuring that assessment deadlines are observed at all times.
- To utilise facilities and resources correctly as to the purpose for which they are provided to you and conditions of their use.
- To respect other students' and staff members' right to privacy and confidentiality.

For relevant Blended Learning International Policies for this section, please refer to:

-
- Pre-enrolment Information
 - Access and Equity

at the BLI Website (<http://www.blendedlearning.edu.au/home/application/>,
<http://www.blendedlearning.edu.au/home/policies-forms/>).

Section 3 – Student records and support services

Student records

Students are issued with a transcript of their results when they either complete or withdraw from their course, provided they have been deemed fully competent in some, or all, units of the course upon completion or withdrawal. Students may, for a fee, obtain additional copies of their official transcript.

The transcript of a student who has fees or charges outstanding from a session will have WD (withheld, fees due) recorded against the units of the course. The results for these units will be released when the fees and charges are paid.

All student records and result are stored on the online student management system, VETtrak. These records are password protected and kept on a secure server as managed by the VETtrak system. Backups are maintained in the VETtrak system.

VETtrak have undertaken to provide annually, a copy of all student records. This will commence during 2015. Hardcopies of student records and results are stored in the Blended Learning International office for six months after their course completion. After this time, they are then relocated to archive storage.

Hardcopies of all Certificates, Diplomas and Statements of Attainment are held in the Blended Learning International Office for 12 months. After this time, they are relocated to archive storage.

Storage of student records including qualifications will be for a period of 30 years from the time of their course completion. This will be stored electronically in VETtrak or other authorised electronic storage system/s as may apply during this 30-year time period.

Paper based student records will be destroyed after two years with the exception of assessment items or classwork that will be kept for six months after the student's course completion date.

The document retention period of all other documents, if not contractually required, is 7 years.

Policy – please refer:

- Record Management

at the BLI Website (<http://www.blendedlearning.edu.au/home/policies-forms/>).

Accessing your records

Access by students to their personal records is available upon request to the Blended Learning International office. Access will be granted once a student confirms their identification, where access is *view access only* and not print or scanned copies, there will be no fee.

Where access is required as a scan or hardcopy, a fee will apply. This fee will be advised upon determining the size of the file details requested. A quote will be provided accordingly.

Access to student files by authorised agencies will be granted upon receipt of written notification and validation of authority to do so. Access shall be provided within 5 working days of confirmation of identification.

Information that may be accessed includes personal identification details and any relevant details of the student enrolment.

Please contact info@blendedlearning.edu.au or 02 6230 4633 to access your records.

For relevant Blended Learning International Policy for this section, please refer to:

-
- Record Management

at the BLI Website (<http://www.blendedlearning.edu.au/home/policies-forms/>).

What to do about problems at Blended Learning International?

Blended Learning International has a grievance policy which provides guidelines for students who would like to submit an appeal against an assessment decision or make a complaint.

If you are concerned about a decision by Blended Learning International that affects you and your studies or the service Blended Learning International provides, discuss the matter with your trainer or RTO Manager. Blended Learning International has a Complaints and Appeals Policy and also Forms for the lodgment of complaints and appeals. These are available from Administration staff.

For relevant Blended Learning International Policies for this section, please refer to:

- Complaints and Appeals Management
- Continuous Improvement

at the BLI Website (<http://www.blendedlearning.edu.au/home/policies-forms/>).

Student special needs

Blended Learning International is concerned to help students who have special needs including in the following areas: careers and employment, complaint resolution, counselling, disability support, equal opportunity, discrimination and assessment, indigenous support, learner support services, and financial matters. Students with such special needs may contact info@blendedlearning.edu.au or 02 6230 4633.

Student support services

Blended Learning International is committed to helping students from enquiry through to course completion. Email support is provided at: info@blendedlearning.edu.au.

Phone support is available 9:00 am to 5:00 pm, Monday to Friday on 02 6230 4633.

All enquiries are responded to within 5 working days. If the matter is urgent students can present in person or via phone to the RTO General Manager.

Section 4 – Assessment

Blended Learning is committed to providing quality assessment services. Accordingly, Blended Learning International ensures student assessments are conducted in accordance with the following:

- That assessment decisions are based on the assessment of skills and knowledge compared with units of competency drawn from the relevant training package.
- That assessments are contextualised as relevant.
- That evidence is gathered that meets the rules of evidence.
- That assessment is conducted in accordance with the rules of evidence.

Conducting assessment against units of competency

The following describes the Blended Learning International process for conducting assessments against the units of competency identified:

Step 1: Prepare for assessment

The assessor is to:

- establish the context and purpose of the evidence to be collected;
- identify and analyse the units of competency, training package and training and assessment strategy to identify the evidence requirements; and
- review the assessment tools and confirm their currency and adequacy in meeting the rules of evidence.

Step 2: Prepare the student

The assessor meets with the student to:

-
- explain the context and purpose of the assessment and the assessment process;
 - explain the units of competency to be assessed and the evidence to be collected;
 - outline the assessment procedure and the preparation the student should undertake, and answer any questions;
 - assess the needs of the student and, where applicable, negotiate reasonable adjustment for assessing people individual needs;
 - seek feedback regarding the student's understanding of the evidence requirements and assessment process; and
 - determine if the student is ready for assessment.

Step 3: Plan and prepare the evidence-gathering process

The assessor must:

- establish a plan for gathering sufficient quality evidence about the student's consistent performance in order to make the assessment decision;
- use equipment or resources required to support the evidence-gathering process; and coordinate and
- brief other personnel involved in the evidence-gathering process.

Step 4: Collect the evidence and make the assessment decision

The assessor must:

- establish and oversee the assessment process to ensure its validity, reliability, fairness and flexibility;
- collect appropriate evidence and match compatibility to the unit of competency;
- incorporate allowable adjustments to the assessment procedure without compromising the integrity of the competencies;
- evaluate the evidence in terms of validity, consistency, currency, authenticity and sufficiency;

-
- consult and work with other staff, or technical experts involved in the assessment process;
 - record details of evidence collected; and
 - make a judgement about the student's competence based on the evidence and the relevant unit(s) of competency.

Step 5: Provide feedback on the assessment

The assessor must provide advice to the student about the outcomes of the assessment process. This includes providing the student with:

- clear and constructive feedback on the assessment decision;
- information on ways of overcoming any identified gaps in competency revealed by the assessment;
- the opportunity to discuss the assessment process and outcome; and
- information on reassessment and the appeals processes if applicable.

Step 6: Record and report the result

The assessor must:

- maintain confidentiality and record the assessment outcome and provide this information to the Administration staff;
- maintain records of the assessment procedure, evidence collected and the outcome and provide this information to the Administration staff.

Step 7: Review the assessment process

On completion of the assessment process, the assessor must:

- review the assessment process;
- report on the positive and negative features of the assessment to those responsible for the assessment procedures; and, if necessary, suggest to Blended Learning

International RTO management ways of improving the assessment procedures through raising a Continuous Improvement Report or by providing input to the next scheduled management meeting or assessment validation.

Step 8: Participate in the reassessment and appeals process

The assessor must:

- provide feedback and counselling to the student, if required, regarding the assessment outcome or process, including guidance on further options;
- provide the student with information on the reassessment and appeals process;
- report any assessment decision that is disputed by the student to the RTO Manager; and participate in the reassessment or appeal according to the policies and procedures Blended Learning International.

For relevant Blended Learning International Policies for this section, please refer to:

- Student Assessment
- Access and Equity

at the BLI Website (<http://www.blendedlearning.edu.au/home/policies-forms/>).

Section 5 – Policies and procedures

All Fees – course, administration, materials and other

The following provides details on all fees as charged by Blended Learning International including course fees, administration fees, materials fees and any other charges:

- Enrolment fee \$506 – this is the standard enrollment fee to be paid prior to course commencement.
- Cancellation fee \$200 – applies once the student has been accepted into the program. This is to cover administration fees and ongoing record requirements.
- Re-enrolment fee \$506 – applies where a student does not complete a course within the required period of time as detailed in their letter of offer.
- Re-assessment fee \$100 – applies for any additional re-assessment. Note that every student is provided with two re-assessment opportunities at no additional fee. Requests for re-assessment beyond these two additional opportunities, incur an assessment fee of \$100 for each additional re-assessment.
- Re-issue of certificate \$45.
- Re-issue of transcript \$20.
- Administration fee \$200 – applies where course cancellation by the student occurs after course commencement.
- Access to Student File – applies where a student requests access to their own file. Or where an authorised authority, for example a government funding body, requests a student file. There is no fee for *view access only*. Please refer to the Blended Learning International Policy on Record Management. However where scan or hard copies are requested, a fee applies. This is advised as a quotation once the details of the scan or hardcopy request are confirmed in writing to Blended Learning International.

Payment terms

Where Blended Learning International collects student fees in advance for VET accredited courses it complies with Standards for Registered Training Organisations (RTOs) 2015 as follows:

Blended Learning International will only accept payment of no more than \$1,500 from each individual student prior to the commencement of the course.

Following course commencement, Blended Learning International may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500.

Non-payment of fees

Where a student does not pay their fees as they have agreed in accordance with their signed acceptance of their Letter of Offer, for their VET accredited training product/s, their certificate or statement of attainment will not be issued until payment arrears are rectified by the student.

Late-payment of fees - penalty

Where a student does not pay their fees as they have agreed in accordance with their signed acceptance of their Letter of Offer, for their VET accredited training product/s, a late payment fee of 10% on their total fees outstanding applies.

Students will be notified in writing prior to a late payment fee being levied. Students may be precluded from continuing their course where they do not observe these payment obligations.

Refunds

A student who wishes to cancel their enrolment must give notice in writing. A refund of fees may be given in the following exceptional circumstances:

- Student has overpaid the invoiced amount.
- Student enrolled in a course that has been cancelled by Blended Learning International. Blended Learning International will refund in full all fees for the course paid by the student.
- Student formally advises Blended Learning of cancellation 10 business days or more prior to the commencement of a program. The student will be entitled to a full refund of fees paid less the cancellation fee of \$200 to cover administration costs.
- Student gives notice to cancel their enrolment 9 business days or less prior to the commencement of the program. In this case, the student will be entitled to a 75% refund of fees paid. The amount retained (25%) by Blended Learning is required to cover the costs of staff and resources.
- Student has withdrawn from the course after the commencement date of the course, as detailed in the letter of offer. The student will not be entitled to a refund of any fees paid in advance by the student.

A refund is not given for the following circumstances:

- Student has changed their job during the course.
- Student is not able to complete the course due to changes in their working hours.
- Student is not able to complete the course due to any non-specific personal issue.
- Student is not able to complete the course due to moving home or moving interstate.
- Student is not able to complete the course due to redundancy or retrenchment.

Discretion may be exercised by the Blended Learning International General Manager/Director in all situations, if the student can demonstrate that extenuating or significant personal circumstances (e.g. a death in the family, a serious illness) that by their serious, unpredictable, or uncontrollable nature led to their withdrawal. To apply for a refund in these circumstances, this must be in writing, with evidence provided, to the Blended Learning International General Manager. In these cases, the student should be offered a full

credit toward the tuition fee in another scheduled program in-lieu of a refund. The General Manager/Director may also authorise a refund of tuition fees if the circumstances warrant it.

For relevant Blended Learning International Policy for this section, please refer to:

- Fees-Refunds and Breaks in Study

at the BLI Website (<http://www.blendedlearning.edu.au/home/policies-forms/>).

For relevant Blended Learning International Forms for this section, please refer to:

- Application for Refund

at the BLI Website (<http://www.blendedlearning.edu.au/home/policies-forms/>).

Breaks in study - suspension, deferment or cancellation

Where extenuating circumstances prevent a student from being able to complete their units within the timelines specified in the Training Plan, a break in study may be requested.

- Breaks in study will only be considered for units that the student has commenced.
- A break in study will only be considered if the unit/s can still be completed within the same calendar year and without breaching any transition and teach-out requirements.
- Where a break in study is granted, assessments already successfully undertaken by the student will be recognised on their return.

For relevant Blended Learning International Policy for this section, please refer to:

- Fees-Refunds and Breaks in Study

at the BLI Website (<http://www.blendedlearning.edu.au/home/policies-forms/>).

For relevant Blended Learning International Forms for this section, please refer to:

-
- Application for Refund

at the BLI Website (<http://www.blendedlearning.edu.au/home/policies-forms/>).

Enrolment

Blended Learning International undertakes to enrol those who have applied in the appropriate manner and been chosen by the selection officers for a training product appropriate to meeting the learner's needs, taking into account the learner's existing skills and competencies.

It is also the responsibility of Blended Learning International to provide each potential student with pre-enrolment information as follows:

- the code, title and currency of the training product to which the learner is to be enrolled, as published on the National Register, including the course outline.
- the training and assessment, and related educational and support services the RTO will provide to the learner including the:
 - i) estimated duration;
 - ii) expected locations at which it will be provided;
 - iii) expected modes of delivery;
 - iv) any work placement arrangements

Blended Learning International's obligations to the learner, including Blended Learning International's responsibility for the quality of the training and assessment in compliance with the Standards, and for the issuance of the AQF certification documentation.

The learner's rights including the Blended Learning International complaints and appeals process.

The learner's obligations in relation to requirements to successfully complete their chosen training, and any materials, resources, computer, or internet access as required.

Information as relevant for the learner, of government funding in relation to the delivery of services.

Where there are any changes to agreed services, the RTO advises the learner as soon as practicable, including in relation to any third-party arrangements or a change in ownership.

Blended Learning International has implemented the Access and Equity Policy as part of its enrolment procedures.

Students are advised that for each new course they may wish to undertake that a new enrolment fee applies for that new course. For example, if a student enrolls in a course, then decides to withdraw or is unable to achieve competence within the specified course time schedule, and later wishes to enrol in the same qualification at a later date, then a new enrolment fee applies. For each program a student enrolls in, an enrolment fee applies.

For relevant Blended Learning International Policies for this section, please refer to:

- Enrolment
- Access and Equity
- Fees-Refunds and Breaks in Study

at the BLI Website (<http://www.blendedlearning.edu.au/home/policies-forms/>).

Eligibility for enrolment

In order to be enrolled in a course, applicants must meet the entry requirements of the course. Entry requirements may differ for each course. Please refer to the individual course outline for details of eligibility and selection criteria.

Students applying for courses with the intention of receiving NSW Smart and Skilled Funding must meet the associated eligibility requirements:

- Age 15 years or over.
- No longer at school.
- Live or work in NSW.
- An Australian citizen, Australian permanent resident, humanitarian visa holder or New Zealand citizen.

Blended Learning International will assess students' eligibility against the NSW Smart and Skilled funding subsidy criteria, and notify students regarding the subsidy outcome upon enrolment. Students who wish to apply for this funding must supply Blended Learning International with the information above in order to determine students' eligibility.

Enrolment is conditional upon:

- Accurate and complete information being supplied by the applicant to Blended Learning International.
- The completion of the required Blended Learning International Application for Program Placement form.
- The undertaking of the student to abide by the policies and procedures of Blended Learning International.
- The payment of the course fees (as applicable).
- The availability of places on the program(s) being applied for
- Student acknowledgement of their rights and responsibility.

The signed enrolment offer constitutes a student's agreement with Blended Learning International for the following:

- Information provided in the application form is complete and correct.
- Has meet the requirement for Language Literacy and Numeracy.
- Agrees to the enrolment conditions.

-
- Agrees to the payment for the course.
 - Agrees to be bound by the RTO policy and regulations.

Blended Learning International will implement its Access and Equity Policy as part of its enrolment procedures.

Blended Learning International will implement its Refund Policy as part of its enrolment procedures.

Blended Learning International will issue a notice when the student's application is accepted. This notice will contain the following details:

- Student Name
- Course Name and code
- Course dates
- Training location
- Payment plan and due date
- Fees and refund information

Potential students are offered the option of RPL (Recognition of Prior Learning). Access to a copy of BLI's RPL policy and procedure is available to the potential student via the BLI website, and wherever applicable the potential student will be encouraged to apply for RPL.

For relevant Blended Learning International Policies for this section, please refer to:

- Enrolment
- Access and Equity
- Fees-Refunds and Breaks in Study

at the BLI Website (<http://www.blendedlearning.edu.au/home/policies-forms/>).

Unique Student Identifier (USI)

From 1 January 2015, all students enrolled in nationally recognised training are required to have a Unique Student Identifier (USI). A USI is a reference number made up of numbers and letters. Creating a USI is free. It creates a secure online record of your nationally recognised training that you can access anytime and anywhere.

Blended Learning International will advise students at the time of enrolment that they are required to provide Blended Learning International with their USI and provide access to their USI records.

Blended Learning International will obtain the student USI information in the student file to provide personal information to student identifier register and relevant state, territory and commonwealth Department.

Blended Learning International will request students to apply for their USI on the USI website and allow access to Blended Learning International to view and update their USI account under some funded or subsidised training.

To apply please go to: <https://www.usi.gov.au/students/create-your-usi>. For students who have a USI number, will need to provide this upon application on the application form. Blended Learning International will also provide appropriate support to assist students to apply for the USI. Students can authorise Blended Learning International to apply on their behalf.

Blended Learning International requires at least one of the follow documents to create USI on behalf of the student:

- Driver's Licence;
- Medicare card;
- Australian passport or Visa;
- Birth Certificate;
- Or Citizenship certificate.

Student identifier register's privacy policy is available at <http://www.usi.gov.au/Pages/privacy-policy.aspx>.

Blended Learning International will retain copies of the documents on the student file. For information regarding record keeping for student's USI related documents, please refer to the Record Management Policy.

For relevant Blended Learning International Policies for this section, please refer to:

- Unique Student Identifier
- Record Management

at the BLI Website (<http://www.blendedlearning.edu.au/home/policies-forms/>).

For relevant Blended Learning International Forms for this section, please refer to:

- USI Application
- USI Privacy

at the BLI Website (<http://www.blendedlearning.edu.au/home/policies-forms/>).

Recognition of Prior Learning (RPL)

Blended Learning International recognises that learning can occur through formal or informal training, through work or through life experience. Blended Learning International formally recognises this learning through a process called Recognition of Prior Learning.

The RPL application process will be provided to all potential students. Each prospective student will be provided with details about the Blended Learning International RPL process.

RPL processes meet the principles of assessment and rules of evidence and are subject to Blended Learning International moderation and validation processes.

Blended Learning International will ensure that an individual's learning and skills are recognised, irrespective of how or where they have been acquired.

Candidates may apply for RPL by supplying evidence of:

- Previous recognised training undertaken, including certificates obtained from other RTOs
- Work and life experiences
- Non-formally recognised training undertaken.

RPL assessments and outcomes will be recorded and relevant qualifications/Statements of Attainment will be issued where applicable and in accordance with Blended Learning International 's issuing policy and procedures.

RPL candidates may appeal an RPL assessment decision in accordance with Blended Learning International's assessment appeal mechanisms. Appeals are conducted in accordance with Blended Learning International's complaints and appeals policy and procedures

For relevant Blended Learning International Policy for this section, please refer to:

- Recognition of Prior Learning

at the BLI Website (<http://www.blendedlearning.edu.au/home/policies-forms/>).

Mutual recognition

Blended Learning International will recognise Australian Quality Framework qualifications and statements of attainment issued from other Registered Training Organisations upon Validation from the issuing RTO.

For relevant Blended Learning International Policy for this section, please refer to:

-
- Mutual Recognition

at the BLI Website (<http://www.blendedlearning.edu.au/home/policies-forms/>).

Language, literacy and numeracy

Blended Learning International is committed to helping all students succeed in completing our courses and assessments. Anyone with language, literacy and/or numeracy issues will be given assistance to successfully complete their training

Please contact our RTO Manager if you need assistance with language, literacy and/or numeracy.

For relevant Blended Learning International Policies for this section, please refer to:

- Access and Equity
- Pre-enrolment information

at the BLI Website (<http://www.blendedlearning.edu.au/home/policies-forms/>,
<http://www.blendedlearning.edu.au/home/application/>).

Work health and safety

Our providers undertake to keep up-to-date with any legislation which relates to the ability of students to complete the appropriate training and assessment in a safe and appropriate environment.

Blended Learning International is committed to providing a safe and healthy environment for its staff and students. This is achieved by fully integrating health and safety into all of our operations and activities and embracing continuous improvements in safety.

Training and information will be provided to assist staff and students to identify health and safety hazards, leading to safe work practices within the learning environment and beyond. All potential health and safety hazards should be reported immediately.

For more information about WHS legislation and any related matters, please contact the Blended Learning International office directly on 02 6230 4633 or via email info@blendedlearning.edu.au.

Access, equity & anti-discrimination

All staff at Blended Learning International have been instructed to ensure that all clients are treated fairly and equally at all times. We aim to ensure that all individuals have equal opportunities in programs and services regardless of their age, gender, indigenous culture, ethnic origin, disability, economic circumstances, religious or political affiliations and whatever their literacy and numeracy skills.

For relevant Blended Learning International Policy for this section, please refer to:

- Access and Equity

at the BLI Website (<http://www.blendedlearning.edu.au/home/policies-forms/>).

Privacy

Blended Learning International follows strict privacy policies in conjunction with Privacy laws. All forms, files, results and records of any student are deemed confidential under privacy laws. Records are accessible only for relevant staff members and only for relevant and appropriate use. This means your records can only be released to other parties with your written permission (or in circumstances as dictated by law).

For relevant Blended Learning International Policy for this section, please refer to:

- Privacy Policy

at the BLI Website at (<http://www.blendedlearning.edu.au/privacy/>).

Confidentiality and record access

Student records and assessment items are confidential. Subject to legal obligations, Blended Learning International will release such information only to that student, and to authorised staff members.

If properly authorised, in writing, by a student (signed letter), Blended Learning International will release his/her student records, and/or assessment items to another person or organisation.

Where information from student records or assessments is disclosed, other than as stipulated above, that information must be published in such a way that the student cannot be identified from that information.

The following staff are authorised to access student records:

- Director, Blended Learning International
- Facilitator / Trainer (only assessment and attendance records relevant to the units being delivered by that trainer)
- BLI Administration staff.

For relevant Blended Learning International Policies for this section, please refer to:

- Access and Equity
- Student Assessment
- Privacy Policy

at the BLI Website at (<http://www.blendedlearning.edu.au/home/policies-forms/>,
<http://www.blendedlearning.edu.au/privacy/>).

Withdrawal

Students must advise the Blended Learning International Program Administration Office in writing of their intention to withdraw from a course. A student is deemed withdrawn on the date the notice is received. Please refer to the section on “Refund of fees” for details of any refund entitlement.

Misconduct

Blended Learning International is a community where everyone can be expected to be treated with dignity and respect. We are committed to providing equality of opportunity.

Complaints

Blended Learning International complaint procedure is available to all Blended Learning International staff, students, clients, facilitators, trainers & assessors and stakeholders upon request to Administration staff. Blended Learning International will apply the principles of natural justice to ensure procedural fairness and a fair decision is reached by an objective decision maker. Blended Learning International maintain procedural fairness in order to protect the rights of individuals and enhance student, staff and public confidence in the process. As such Blended Learning International’s complaints process is publicly available.

For relevant Blended Learning International Policy for this section, please refer to:

- Complaints and Appeals Management

at the BLI Website (<http://www.blendedlearning.edu.au/home/policies-forms/>).

Training delivery evaluation

Students will be given the opportunity to fully evaluate their trainers and all aspects of the training provided by BLI. This feedback is anonymous and is used to inform and improve our programs, our staff, and our services.

For relevant Blended Learning International Policy for this section, please refer to:

- Continuous Improvement

at the BLI Website (<http://www.blendedlearning.edu.au/home/policies-forms/>).

Validation, moderation, and industry consultation

Blended Learning International is able to ensure assessment instruments effectively address the requirements of the relevant Training Package (or accredited course) and the associated unit(s) of competency. This allows Blended Learning International to ensure assessments are conducted in accordance with the principles of assessment and rules of evidence and identify areas for improvement.

Validation is a quality review process. It involves checking that the assessment tool produces valid, reliable, sufficient, current and authentic evidence to enable reasonable judgements of competency to be made. The validation processes will review the assessment instruments and related documents to identify if any further changes are required to improve the quality and consistency of assessment outcomes.

Moderation is a quality control process designed to promote valid, reliable, fair and flexible assessments. It is the process where assessors compare and evaluate their assessment methods, assessment tools, assessment procedures and assessment decisions. The Blended Learning International process of validation of assessments will also serve to moderate assessment decisions made by assessors.

Industry Consultation is will be implemented with external validation activities with external parties on a regular basis. This may occur with external parties such as external consultants, employers, industry bodies, external moderation events, or through professional development activities.

For relevant Blended Learning International Policy for this section, please refer to:

-
- Validation, Moderation, and Industry Consultation

at the BLI Website (<http://www.blendedlearning.edu.au/home/policies-forms/>).

For all policy copies and advice, please either download from the BLI website <http://www.blendedlearning.edu.au/home/policies-forms/>), or contact the BLI Office.

Section 6 – Blended Learning International Program Administration Office

Important contacts

Blended Learning International
Suite F10, Dickson Chambers
25-56 Dickson Place ACT
Dickson ACT 2602

PO Box 374
Dickson ACT 2602

T) +61(2) 6230 4633
E) info@blendedlearning.edu.au

Query area	Contact
Course/program information	info@blendedlearning.edu.au
BLI policies and procedures	info@blendedlearning.edu.au
Student records and grievances	info@blendedlearning.edu.au
WHS and first aid	info@blendedlearning.edu.au
Fees and payments	info@blendedlearning.edu.au
General enquiries	info@blendedlearning.edu.au