

Student Handbook

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About Us

Thank you for choosing to study your Vocational Education and Training (VET) program with Blended Learning International (BLI)

We are:

- a Registered Training Organisation (RTO). Our RTO Code is 110068.
- based in Canberra, ACT, Australia and operate both domestically and internationally
- a member of the Global Development Learning Network (GDLN)

As an RTO we can:

- deliver and assess nationally recognised training
- issue nationally recognised qualifications and statements of attainment
- apply for government funding to provide VET services

We are required to comply with legislative requirements, including quality standards National VET regulator (Outcomes) Standards 2025 together with Compliance Requirements Policy and the Credentials Policy and are regulated by the Australian Skills Quality Authority (ASQA).

RTO Contacts

Position	Staff Member	Phone Number	Email Address
Director and Chief Executive Officer (CEO)	Lisa Materano	+61 448 998 048	lmaterano@blendedlearning.edu.au
VET Administration	Helen de Jong	+61 448 998 048	hdejong@blendedlearning.edu.au

Course Information

You can find information about BLI's programs courses on the website, including the course brochures on [Blended Learning International](#).

- The 'Programs & Courses' tab provides information on both nationally accredited qualifications and non-accredited training; Student Services; International Partnerships and Research and Consultancy
- The 'Policies and Forms' tab provides detailed information on BLI's policies and procedures

It is important that you consider all the information about the course that you would like to enrol into, to ensure that it is appropriate to meet your needs, taking into consideration any existing skills and competencies that you may have.

Prior to enrolment, or before you undertake any training and assessment, BLI requires you to complete the following:

	Task	Why?
1	Read the course brochure on the website	It is important that you are fully informed as to whether the course that you would like to enrol in, is the most appropriate course for you. The course brochure will provide you with the following information: <ul style="list-style-type: none">• Course code and title• A description of the program• Units of Competency• Estimated duration• Modes of Delivery

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2	Determine if you can apply for Recognition of Prior Learning (RPL), or Credit transfer	You may already have knowledge, skills and experience, including qualifications previously completed that have units of competency that provide credits to the course units. You may be able to apply for RPL or Credit transfers.
3	Click onto the 'Application Forms' tab on the Blended Learning International website and complete the relevant enrolment application	Once you are fully informed of the course and program details and determined whether you may apply for RPL or credit transfers please complete the relevant enrolment applications.
4	Email the completed enrolment application to info@blendedlearning.edu/au	All applications will be processed by the Administration team who will review your application and contact you via email to advise you of your application status. Successful enrolment applicants will receive a Letter of Offer from BLI.
5	Accept the Letter of Offer within 5 calendar days and pay the deposit fee.	To secure your place in the course that you have enrolled into, you will need to accept the letter of offer and pay the \$1400 deposit.
6	Complete the Language, Literacy and Numeracy (LLN) Skills Questionnaire.	Prior to commencing your training and assessment, you will be required to complete the LLN, which will enable BLI to assess whether you require additional LLN support whilst completing your course.

Once the above six steps have been completed you will be provided with dates to attend the Live Online Orientation session with BLI's CEO and Chancellor. During this session you will have the opportunity to meet your Trainer/Assessor and other key staff based in Australia. This session will provide you with further information regarding the training and assessment.

Student Academic Journey – Enrolment to Completion

This document outlines the student academic journey at Blended Learning International (BLI), aligned with the Standards for RTOs 2025.

Pre-Enrolment Information

Before enrolment, you will receive detailed course information including program structure, entry requirements, tuition fees, refund and complaints policies, and your rights under Australian Consumer Law.

You will also be informed about support services, training and assessment arrangements, and third-party involvement if applicable, in compliance with Standards 2.1 and 2.2.

Recognition of Prior Learning (RPL)

Blended Learning International recognises formal and informal prior learning. During the application process, you will be offered the opportunity to apply for RPL or credit transfer.

We will assess your previous study and experience against the course outcomes and provide a clear explanation of the RPL process as per Clause 1.12.

LLND and Digital Literacy Assessment

In line with Clauses 1.3 and 1.4, your Language, Literacy, Numeracy, and Digital (LLND) skills will be assessed prior to enrolment using BLI's Initial Core Skills Self-Assessment.

If needed, you may complete a formal LLND Assessment and participate in an LLND Interview to determine any required support.

Students with identified needs will receive a Tailored LLND Support Plan prior to finalising enrolment.

Online Orientation

You will attend a one-hour live online orientation session with members of the BLI team. This session will introduce you to the course structure, support services, digital tools, and your responsibilities as a learner. It also provides an opportunity to ask questions and become familiar with your learning environment.

Training Plan Development

You will work with an academic advisor to develop a personalised Training Plan that reflects any credit, RPL, and support requirements. This plan is signed by both parties and becomes the official roadmap for your course.

Course Access and Progression

Once your Training Plan has been finalised, you will be given access to your course units. Delivery may be via the Learning Management System (LMS), distance learning, or a hybrid model, depending on the course you have selected.

You will also receive a **Course Structure Guide**, which outlines:

- The sequence in which units must be completed
- Unit outcomes and assessment requirements
- Key dates for assessments and submissions

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- Detailed expectations for learning and participation

The **Training Plan** is a personalised roadmap showing the planned start and finish dates for each unit. It serves as an overview of your course timeline and can be adjusted if needed—through consultation with your academic advisor—to accommodate your learning needs or circumstances.

Learner Feedback

Near the end of your course, you will complete a Learner Questionnaire to evaluate your experience and suggest improvements to our training and support systems.

Completion and Certification

Upon successful completion of your course and payment of all fees, BLI will issue your AQF certification within 30 calendar days, as required under Standard 3.1

Diversity, Access and Equity

Blended Learning International (BLI) promotes and maintains an inclusive and culturally safe learning environment that supports the diverse backgrounds of all VET students, including First Nations peoples. Providing equitable access to training and assessment, fostering inclusive learning environments, promoting cultural safety for First Nations students and preventing and addressing discrimination, harassment, and victimisation.

We strive to ensure every learner can succeed, regardless of cultural background, ability, gender, sexuality, age, religion, or socio-economic status.

Your Rights as a Student at Blended Learning International

You have the right to:

- Apply for RPL and/or credit transfer at the commencement of your studies
- be treated with respect
- receive information regarding your studies
- learn in a safe environment, free from discrimination and harassment
- lodge a complaint, or provide a suggestion or feedback for improvement
- be formally informed of changes to the status of the RTO if they affect the services BLI provides to you.

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Your Obligations as a Student at Blended Learning International

You must:

- Provide BLI with accurate and honest information, and inform BLI if any of your personal details change
- Treat BLI's stakeholders with respect and courtesy
- meet the entry requirements for your chosen course
- pay your fees by the due dates, otherwise BLI may suspend your enrolment and will withhold issuing your AQF qualification or Statement of Attainment until all fees are fully paid
- always engage in lawful conduct
- not engage in behaviour that threatens, intimidates, embarrasses, or harms BLI's reputation, or BLI's trainers/assessors, staff, management, or any other of BLI's stakeholders
- not commit or engage in any dishonest or unfair conduct, including plagiarism, or falsify any results of assessment

Unique Student Identifier (USI) Requirements

A student's unique student identifier (USI) is a mandatory component of Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) enrolment and competency issuance data.

From 1 January 2015, Blended Learning International can be prevented from issuing you with a nationally recognised VET qualification or statement of attainment when you complete your course if you do not have a Unique Student Identifier (USI).

In addition, we are required to include your USI in the data we submit to NCVER. If you have not yet obtained a USI you can apply for it directly at <https://www.usi.gov.au/students/create-your-usi> on computer or mobile device.

Privacy Statement

Why we collect your 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 us with these details we may not be able to process your application.

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). 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 NCVER and other bodies handle your personal information: 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. NCVER is authorised to disclose information to the Australian Government Employment and Workplace Relations (DEWR), Commonwealth authorities, 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:

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- 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.

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

NCVER may intend to disclose your personal information to an overseas recipients. For more information about how NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

DEWR is authorised by law, including the Privacy Act and the NVET Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how 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.

Security and storage

We take all reasonable steps to ensure your personal information in our possession is protected from:

- misuse, interference and loss
- unauthorised access, modification or disclosure.

We may keep your information in either electronic or hard copy form, including cloud storage. Storage of personal information (and the disposal of information when no longer required for business purposes) is managed in accordance with the National VET regulator (Outcomes) Standards 2025 together with Compliance Requirements Policy and the Credentials Policy and are regulated by the Australian Skills Quality Authority (ASQA).

How you can access and correct your personal information

Subject to certain exceptions, you have a right under the Privacy Act to access personal information we hold about you and to request corrections of any of your personal information if you think the information is inaccurate, out of date, incomplete, irrelevant or misleading (for example, updating your contact details).

We recommend that you keep your details up to date.

You can ask to see any personal information we have about you at any time. If you can see the information, we will tell you how to do this. You do not have to pay to get your personal information or for any changes you ask us to make to your information.

Sometimes we cannot give you access to the personal information we hold. If that happens, within 30 days after we receive your request, we will write and tell you why we cannot give you access. We will also tell you how you can make a formal complaint if you are not happy with our decision.

You can ask us to correct the personal information we have about you if you think that personal information is inaccurate, out of date, incomplete, irrelevant or misleading. We will investigate your request and take any reasonable steps in the circumstances to correct the information, having regard to the purpose for which it is held.

We will also write to you and let you know the outcome of your request, and where your request for correction has been refused, we will also tell you how we made the decision and how to ask for our decision to be reconsidered if you do not agree with us.

What to do if you think your privacy was breached

If you think your privacy has been breached, please contact the Director/CEO. The Director/CEO will contact you to discuss your privacy concerns once we receive your enquiry.

If you are not happy with the outcome of the investigation into your privacy concern, you can lodge a complaint with the Office of the Australian Information Commissioner (OAIC). The [OAIC website](http://www.oaic.gov.au) tells you how to make a complaint to the OAIC.

Blended Learning International's responsibilities

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BLI has the responsibility to provide you with:

- training and assessment resources for your course/program
- qualified trainers and assessors to deliver your course
- educational and support services to meet your needs whilst undertaking the training and assessment
- information as soon as practicable of any changes to services, legislation or regulatory requirements that affect its operations

BLI has the responsibility to:

- comply with relevant Commonwealth, State and Territory legislation and regulatory requirements relevant to its operations

Program Delivery Expectations

Face-to-face Training

Arrive on-time to the classroom for each class and sign in on the roll. Students who fail to mark themselves on the roll may be marked as absent.

If the student cannot make it to class or needs to leave early, notify the trainer beforehand or contact Blended Learning International via info@blendedlearning.edu.au

Complete all modules and learning materials provided by the assignment deadline.

Students unable to submit assessment work due to medical or other compassionate reasons may negotiate alternative arrangements agreeable to the trainer/assessor responsible for the unit. Please contact Blended Learning International via email at info@blendedlearning.edu.au.

Students unable to submit assessment work due to medical or other compassionate reasons may negotiate alternative arrangements agreeable to the trainer/assessor responsible for the unit. Please contact Blended Learning International via email at info@blendedlearning.edu.au.

Online Training

Attend all virtual live online sessions. If a student is not present for at least 85% of the session, it will be noted as an absence.

Keep the camera on and the mic muted (except to speak) during live online sessions, by ensuring there is a stable internet connection.

If a student needs to turn their video off or leave the session early, please notify Blended Learning International via email at lmaterano@blendedlearning.edu.au.

Complete all online modules and learning materials provided by the assignment deadline.

Students unable to submit assessment work due to medical or other compassionate reasons may negotiate alternative arrangements agreeable to the trainer/assessor responsible for the unit. Please contact Blended Learning International via email at info@blendedlearning.edu.au.

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Language Literacy and Numeracy and Digital Proficiency

Blended Learning International (BLI) ensures that all prospective students undergo an assessment of their Language, Literacy, and Numeracy (LLN) skills, as well as their digital proficiency, prior to enrolment. This process applies to all nationally recognised training products within BLI's scope of registration.

In addition, appropriate support is provided to enable students to successfully engage in and complete their chosen course of study. This includes both accredited and non-accredited offerings, whether delivered as short courses or longer qualifications.

Fees, Charges, and Refund Arrangements

When you enrol into a course with Blended Learning International you are required to pay course fees these are comprised of Administration, Material and Tuition fees. See below key fees that you are required to read and understand. A course Fees Schedule can be found on our website.

Payments can be scheduled as you progressed throughout your course via payments agreed and/ or a payment plan. A course fees agreement will be also sent to you to read and understand and sign.

Note: That Administration and Material fees are non-refundable, for more information on please head to our website or our contact our office via email on info@blendedlearning.edu.au

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

- Enrolment deposit fee \$1400 – this is the standard enrolment 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 assessment fee \$150 – 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 \$150 for each additional re-assessment.
- Re issue of certificate \$50
- Re issue of transcript \$50

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 that does not take more than one hour of administration time. For time greater than this, administration costs apply @ \$100 per hour.

Payment Terms

All prospective students are required to pay their deposit to secure their place in the enrolled course.

You will be provided with a tax invoice with your fees, with payment plans as detailed In the Course Fees Structure as provided to you pre-enrolment.

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 AQF qualification 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.

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Refunds and Withdrawals

Students may withdraw in writing and request a refund based on the following:

- 10+ business days prior: Full refund less \$250 admin fee
- Less than 10 business days: 75% refund
- After course commencement: No refund (exceptions may apply for extenuating circumstances)
- Refund requests are submitted to the CEO, with supporting documentation
- All decisions and credits/refunds are recorded in the student management system
- A refund is not given for the following circumstances:
 - You have changed your job during the course
 - You are not able to complete the course due to changes in your working hours
 - You are not to complete the course due to any non-specific personal issue
 - You are not able to complete the course due to moving home or moving interstate
 - You are not able to complete the course due to redundancy or retrenchment

NOTE: 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, circumstances 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 require it.

Recognition of Prior Learning (RPL)

RPL is an assessment process that assesses an individual's non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a qualification.

Blended Learning International recognises that learning can occur through formal or informal training, through work or through life experience. Blended Learning International recognises the value of prior learning and provides a structured and rigorous Recognition of Prior Learning (RPL) process. Students may apply for RPL to have their skills and knowledge assessed against the requirements of a unit or qualification. Decisions are based on valid, sufficient, current and authentic evidence and made in accordance with the principles of assessment and rules of evidence

Students welcome to apply to have their prior skills and knowledge assessed, each student will be provided with details about the Blended Learning International RPL process. The processes meets 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.

RPL Application Process

Students complete the standard application form and, if applying solely for RPL, the RPL Application Form. Students compile a Portfolio of Evidence demonstrating their competencies, which may include:

- Certificates from previous study

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- Job descriptions or references
- Work samples, photos, or videos
- Statutory declarations or third-party reports
- Non-formally recognised training undertaken.

RPL Assessment Process

An initial interview is conducted with the student by a qualified assessor. The RPL Assessment Tool is used to guide and record the assessment. Assessors evaluate the evidence for compliance with:

- Principles of Assessment (fairness, flexibility, validity, reliability)
- Rules of Evidence (validity, sufficiency, authenticity, currency)
- Where required, assessors use additional tools (e.g., challenge tasks or practical observation) to confirm claims.
- Where gap training is required, an additional fee will incur. Gap training fees are stated within Course Fees Schedule which can be obtained through email from administration info@blendedlearning.edu.au.

RPL Outcome and Feedback

Students receive verbal notification of the preliminary outcome. Within 5 working days, they receive written advice, including:

- Final decision
- Qualifications or Statement of Attainment (if granted)
- Explanation if deemed Not Yet Competent (NYC)

Appeals Procedure

- Outcomes will be recorded, and relevant qualifications/Statements of Attainment will be issued where applicable and in accordance with BLIs issuing policy and procedures

Appeals

- RPL decisions can be appealed under BLI's Complaints and Appeals Policy.
- Students must lodge an appeal in writing within the specified timeframe.

RPL Fees

- For potential students that wish to complete RPL as part of their program then the standard course fee is applicable. There is no requirement to complete the RPL Form, as this is for potential students only wishing to apply for RPL.

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Credit Transfer

If you are undertaking a Vocational Education and Training (VET) course with Blended Learning International (BLI), you may be eligible for **Credit Transfer (CT)**. This means you can have your previous studies formally recognised if you have already completed an equivalent unit or qualification at another registered training organisation.

BLI values your prior learning and is committed to a fair and transparent Credit Transfer process. You can apply for CT by providing evidence of your previous achievements. If approved, you will not need to repeat the same unit, and credit will be granted accordingly.

If you would like to apply for Credit Transfer, please speak to our Student Support Team for guidance.

Student Awareness

Information about CT is included in student handbooks, enrolment documents, and on the BLI website. Prospective students are informed of their right to apply for CT and are provided with the CT policy and application procedure.

Application Process

Students complete the standard application form and, if applying solely for CT, the CT Application Form. Students compile a Portfolio of Evidence demonstrating their competencies, which may include:

- certified copy of AQF certification documentation
- certified copy of VET transcript
- copy of their USI transcript

Verification and Approval

The documentation is verified with the issuing institution contacted via e-mail or through the USI transcript service.

If equivalent, credit is granted, and the student's training plan is adjusted accordingly.

Decision and Notification

Students are informed in writing of the outcome within 28 business days. If credit transfer is not granted, students receive reasons for the decision and appeal options.

Appeals

- CT decisions can be appealed under BLI's Complaints and Appeals Policy.
- Students must lodge an appeal in writing within the specified timeframe.

Student Support

BLI provides internal support to students through providing all training and assessment resources; reasonable adjustment; qualified trainers and assessors; administration staff; access and availability of the Director/CEO.

There are several external organisations that provide support and education. Any fees charged by the external organisations will be paid for by the student. BLI takes no responsibility in paying fees/costs to external organisations that a student or their families have accessed.

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Wellbeing Policy and Procedure

Blended Learning International is committed to supporting the wellbeing of all students. We aim to identify individual wellbeing needs and ensure students have access to appropriate support services throughout their studies.

Students will be informed of available wellbeing resources and guided on additional steps they can take to maintain their physical, mental, and emotional wellbeing during their time with us.

Identifying Wellbeing Needs

Blended Learning International is committed to proactively identifying and responding to the wellbeing needs of its student cohort. This will be achieved through the following measures:

- Reviewing the content and delivery of each training product to identify potential wellbeing challenges.
- Conducting student surveys and feedback sessions to better understand student wellbeing concerns.
- Collaborating with trainers and assessors to monitor and report on wellbeing issues observed during course delivery.
- Monitoring student attendance, participation, and engagement as indicators of potential wellbeing concerns.

Blended Learning International will maintain and regularly update a register of common wellbeing concerns associated with each training product, ensuring that appropriate support measures are in place and continually improved.

Providing Wellbeing Support Services

Blended Learning International will establish and maintain a current list of internal and external wellbeing support services to assist students throughout their studies. These services may include:

- Mental health support (e.g., counselling services, helplines)
- Academic and study support (e.g., tutoring, time management workshops)
- Career guidance and mentoring
- Financial and accommodation support
- Culturally appropriate services tailored to the needs of diverse student groups

Trainers and assessors will be made aware of these support services and will be equipped to refer students to the appropriate resources when required.

This approach ensures students have access to timely and relevant support to maintain their wellbeing and successfully engage in their learning journey.

Additional Actions Students Can Take

Blended Learning International encourages all students to take proactive steps in maintaining their wellbeing throughout their studies. This includes:

- Seeking support from available services when needed
- Practising self-care strategies, including stress management and healthy study habits
- Engaging with student networks and peer support groups
- Reporting any wellbeing concerns to trainers, assessors, or student support staff

To further support student resilience and self-care, Blended Learning International will offer training sessions or workshops on relevant wellbeing topics, equipping students with practical knowledge and skills for managing their personal and academic wellbeing.


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24/7 Mental Health Services

Beyond Blue

Anyone feeling anxious or depressed


 beyondblue.org.au

 1300 22 4636

Kids Helpline

Counselling for young people aged 5 to 25


 kidshelpline.com.au

 1800 55 1800

MensLine Australia


Men with emotional or relationship concerns


 mensline.org.au

 1300 78 99 78

Open Arms

Veterans and families counselling


 openarms.gov.au

 1800 011 046

Lifeline

Anyone having a personal crisis


 lifeline.org.au

 13 11 14

Suicide Call Back Service

Anyone thinking about suicide

 suicidecallbackservice.org.au

 1300 659 467



Is it an emergency?

If you or someone you know is at immediate risk of harm, call **triple zero (000)**

healthdirect

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Useful Study and Learning Tools

Category	Description	Link
Text to Speech	<i>Natural Reader</i> – A professional tool that converts written text into spoken words.	naturalreaders.com
Speech to Text	<i>Dictation</i> – Transcribes your speech into written text in real time.	dictation.io
Recognised Difficulties in Studying and Learning		
Effective Study Skills	<i>Adprima Study Skills</i> – A quick overview of effective study techniques.	adprima.com
How to Study	A comprehensive directory of study skills websites, including subject-specific strategies.	howtostudy.org
Study Guides and Strategies	Offers strategies and guides for learners at all levels of education.	studygs.net

Feedback and Complaints and Appeals

Blended Learning International takes complaints and appeals from its stakeholders seriously. Blended Learning International is committed to ensuring feedback, complaints, and appeals are handled professionally, confidentially, and in a timely manner. The Complaints and Appeals process is open to all stakeholders. A complaint may be received about, but not limited to;

- Blended Learning International's conduct
- Blended Learning International's trainers and assessors and other staff.
- a third-party providing services on Blended Learning International's behalf, its trainers, assessors or other staff; or
- a student of the RTO.

Complaints Process

- Complaints must be submitted in writing using the Complaints and Appeals Form.
- Complaints will be acknowledged within five (5) business days.
- The RTO Management team will assess and investigate the complaint within ten (10) business days.
- If resolved, a formal written outcome will be provided within 60 calendar days.
 - If unresolved, an independent third-party mediator (Conflict Resolution Services) may be engaged. The cost is shared 50/50 between Blended Learning International and the complainant.
- If still unsatisfied, the complainant may escalate the issue to ASQA (Australian Skills Quality Authority).
- Complaints and resolutions will be recorded securely and discussed in management meetings for continuous improvement.

Appeals Management

Blended Learning International provides a fair and accessible appeals system to allow students to appeal decisions affecting them, including assessment outcomes.

Appeals Process

- Appeals must be submitted in writing using the Complaints and Appeals Form.
- Appeals will be acknowledged within five (5) business days.
- The RTO Management team will review and investigate the appeal within ten (10) business days.
- If resolved, a formal written outcome will be provided within 60 calendar days.
 - If unresolved, an independent review may be requested at no or low cost to the appellant.
- Students may escalate the matter to ASQA if dissatisfied with the outcome.

Appeals and resolutions will be securely stored and used for continuous improvement.

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Legislation Relevant to Your Enrolment

As a student enrolled with our registered training organisation, you are protected by various Commonwealth laws. These laws are in place to ensure your rights, safety, privacy, and access to quality education and support services. We comply with all relevant legislation in accordance with the **Standards for RTOs 2025**.

Key Legislation

1. National Vocational Education and Training Regulator Act 2011

Establishes the framework for nationally consistent regulation of RTOs by the Australian Skills Quality Authority (ASQA).

2. Student Identifiers Act 2014

Requires all students undertaking nationally recognised training to have a Unique Student Identifier (USI) for tracking training outcomes.

3. Privacy Act 1988 (including Australian Privacy Principles)

Protects your personal information and governs how we collect, use, store, and disclose student data.

4. Work Health and Safety Act 2011

Ensures a safe and healthy environment for students, staff, and visitors during training and assessment.

5. Competition and Consumer Act 2010

Protects students from misleading or deceptive conduct in marketing, enrolment, and service delivery.

6. Anti-Discrimination Laws

We are committed to providing inclusive and equitable access to training under the following legislation:

- Age Discrimination Act 2004
- Disability Discrimination Act 1992
- Disability Standards for Education 2005
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984

7. Fair Work Act 2009

Supports fair and lawful employment practices for trainers, assessors, and other staff involved in your education.

8. Copyright Act 1968

Governs the use of learning materials and intellectual property, ensuring compliance with copyright obligations.

If you have questions about any of these laws or how they apply to your rights as a student, please contact our Student Support team. We are committed to providing a learning environment that is inclusive, lawful, and respectful for all.

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Student Support and Access to Staff

Blended Learning International is committed to supporting the success of every student. We ensure that all learners enrolled in vocational education and training (VET) programs have equitable access to the support services, trainers, assessors, and staff they need throughout their learning journey.

Identifying Student Support Needs

To ensure we meet individual learning requirements:

- **Learning Needs Assessment:** All students complete a Learning Needs Assessment upon enrolment.
- **Individual Support Planning:** Based on assessment responses, we identify required support services such as:
 - Language, Literacy and Numeracy (LLN) support
 - Disability support
 - Flexible learning options
- **Tailored Support Plans:** Where needed, personalised support plans are developed in consultation with the student.

Access to Support Services

All students enrolled with Blended Learning International have access to the following services:

1. **Academic Support**
Direct assistance from trainers and assessors to help with coursework and assessments.
2. **Administrative Support**
Help with enrolment, scheduling, records, and training-related enquiries.
3. **Personal Support and Referrals**
Access to counselling and referral services for personal and wellbeing concerns (where applicable).
4. **LLN and Mentoring Support**
Assistance with literacy, numeracy, and study skills, including mentoring and access to learning resources.
5. **Student Handbook**
Every student receives a Student Handbook with full details on support services and how to access them.

Trainer, Assessor and Staff Accessibility

To ensure students can readily access their educators:

Trainers and assessors are accessible through:

- Scheduled training sessions and tutorials
- Online platforms including email, the learning management system (LMS), and discussion forums
- Designated office hours for one-on-one support
- **Contact Information**
Students receive trainer and assessor contact details and availability information at the start of their course.

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Student Assessment

Blended Learning International is committed to ensuring that all assessment practices are **valid, reliable, fair, and flexible**, in accordance with the **assessment requirements of each training product** and the **Standards for RTOs 2025**.

Assessment Development and Validation

- All assessment tools undergo **Pre-Assessment Validation**.
- This process ensures assessments are mapped to unit requirements and meet the **Principles of Assessment** (fairness, flexibility, validity, reliability) and the **Rules of Evidence** (validity, sufficiency, authenticity, currency).

Assessment Implementation

Assessors apply the following principles during assessment delivery:

- **Fairness**
Reasonable adjustments are made for students with special needs. Clear reassessment processes are communicated in advance.
- **Flexibility**
Assessments may be contextualised to suit workplace or learner needs. **Recognition of Prior Learning (RPL)** is available to eligible students.
- **Validity**
Each tool is designed to assess the intended learning outcomes in a manner appropriate to the context of the training.
- **Reliability**
Standardised marking guides are used to ensure consistent and repeatable assessment decisions.

Feedback and Recording

Assessors must:

- Provide **constructive feedback** on performance
- Clearly **identify any gaps** in competence
- Offer advice on **next steps or reassessment**, if needed

Assessment results are recorded using the approved **Learning Management System (LMS)** or authorised **paper-based systems**, with the following result codes:

- **C** – Competent
- **NYC** – Not Yet Competent
- **RPL** – Recognition of Prior Learning

Reassessment and Appeals

- Students who receive a **Not Yet Competent (NYC)** result are entitled to **two reassessment opportunities**.
- Wherever possible, reassessments will be conducted by a **different assessor**.
- Students have the right to appeal an assessment decision under the **Complaints and Appeals Policy**.
- All appeals are handled fairly, promptly, and in accordance with the policy.

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Disability Inclusion and Reasonable Adjustments

Blended Learning International is committed to fostering an inclusive learning environment where students with disabilities are supported to access and participate in training and assessment on an equal basis. We make reasonable adjustments to accommodate individual needs without compromising the integrity of the qualification. If a reasonable adjustment is not possible, students will receive clear communication explaining the reasons, and alternative support options will be explored.

Disclosure and Support

To ensure appropriate support is provided:

- **Voluntary Disclosure**
Students are encouraged to disclose any disability or additional needs at enrolment or at any stage of their training. Disclosure is voluntary and handled with sensitivity.
- **Information and Awareness**
Details of available support and reasonable adjustments are provided in:
 - Student Handbook
 - Enrolment forms
 - Orientation sessions
- **Confidentiality**
All disclosures are kept confidential and only shared with personnel directly involved in coordinating and delivering the necessary adjustments.

Implementing Reasonable Adjustments

Trainers and assessors are responsible for considering and implementing reasonable adjustments that enable access and participation, while maintaining the competency standards of the training product.

Examples of Reasonable Adjustments:

- Alternative assessment formats (e.g., oral instead of written tasks)
- Additional time for assessments or tasks
- Use of assistive technology (e.g., screen readers, speech-to-text software)
- Modified learning materials (e.g., large print, audio versions)
- Flexible delivery modes (e.g., online access, recorded sessions)

Review and Approval Process:

- Requests for adjustments are reviewed in consultation with the student and, where needed, external support professionals.
- All adjustments must be documented and approved by the Training Coordinator or relevant responsible staff member.
- Ongoing monitoring ensures the adjustment remains effective throughout the course.

If you have a disability or learning need and would like to explore available adjustments, please contact Student Support. We are here to assist you in achieving your learning goals.

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Facilities, Resources and Equipment

Blended Learning International is committed to providing facilities, equipment, and resources that are fit-for-purpose, safe, accessible, and sufficient to support high-quality training and assessment experiences. These provisions apply across all qualifications and units of competency within the organisation's scope of registration and extend to third-party delivery arrangements where applicable.

This approach ensures alignment with the Standards for RTOs 2025, which require that training and assessment environments meet the needs of the learner and the requirements of the relevant training product.

Identifying Requirements for Training and Assessment

- **Training and Assessment Strategies (TAS)**
Each TAS includes specifications for the facilities, resources, and equipment required for effective delivery and assessment of the relevant training product.
- **Trainer and Assessor Involvement**
Trainers and assessors refer to the current Training Package or accredited course documentation to identify and confirm required resources.
- **Resource Planning and Documentation**
Resource requirements are documented and maintained to ensure all items needed for delivery and assessment are available and accessible.
- **Third-Party Arrangements**
Where facilities, resources, or equipment are provided through a third party, a written agreement is established to define roles, responsibilities, and compliance obligations under the Standards.

Ensuring Safety, Accessibility, and Fitness for Purpose

Blended Learning International ensures that all resources used for training and assessment:

- Meet relevant health and safety standards
- Are accessible to all learners, including those requiring adjustments
- Are functionally appropriate to support the intended learning outcomes of the training product
- Are monitored and reviewed to maintain suitability, condition, and availability

Before introducing new equipment or learning tools, suitability and safety are assessed in line with organisational risk management procedures. Any equipment found to be unsafe or unsuitable is removed from use and managed according to internal procedures.

By maintaining a strong focus on quality and compliance, Blended Learning International ensures that learners, trainers, and assessors are supported with the environments and tools required for effective, industry-aligned education and assessment.

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AQF Certification and Statement of Attainment Issuance

Blended Learning International is committed to upholding the **integrity and accuracy** of all **Australian Qualifications Framework (AQF)** certification documentation, including **Qualifications** and **Statements of Attainment**. All certification is issued in accordance with the **Standards for Registered Training Organisations (RTOs) 2025**, and only when the student has **fully met the requirements** of the training product.

Certification Principles

Blended Learning International ensures that:

- Certification is issued **only after all assessment, enrolment, and administrative requirements** have been met in full.
- Certification documentation is **accurate, secure, and compliant** with AQF and regulatory guidelines.
- Records of issued certification are **comprehensively maintained and protected** from loss, damage, or unauthorised access.
- Certification processes align with **national policy** on the issuance of qualifications and support the reputation of nationally recognised training.

Eligibility and Verification Process

Certification will only be issued when the following conditions are met:

- The student has been **deemed competent** in all required units or modules by an authorised **trainer or assessor**, using approved assessment tools.
- Completion has been **confirmed in the Student Management System (SMS)**.
- All **relevant fees and enrolment conditions** have been finalised.
- A **Compliance Officer** conducts a validation of assessment outcomes, enrolment records, attendance data (if applicable), and payment status.
- A final review and authorisation is completed by the **Chief Executive Officer (CEO)** or an approved delegate.

Recordkeeping and Security

Blended Learning International:

- Maintains an **accurate register** of all Qualifications and Statements of Attainment issued.
- Ensures all records related to assessment and certification are **securely stored** in line with applicable legislative and regulatory obligations.
- Protects the **authenticity and integrity** of certification documents through secure processes and digital safeguards.

This commitment ensures that certification issued by Blended Learning International is **authentic, credible, and reflective of genuine student achievement**, in line with the national standards.

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