



Student Handbook

Contents

About Us.....	3
Legislation related to your enrolment	3
RTO Contacts.....	4
Course Information.....	4
USI requirements	7
Fees, Charges, and Refund Arrangements	12
Recognition of Prior Learning (RPL)	13
Mutual/ National Recognition and Credit Transfer	14
Student Support.....	18
Complaints and Appeals.....	21
Conducting Assessment and Recording Results Flow Chart	22
Issuing Certification	22

About Us

Thank you for choosing to study your VET program with Blended Learning International.

We are a Registered Training Organisation (RTO) – RTO Code: 110068

training.gov.au - 110068 - Blended Learning International Pty Ltd

Only RTOs can:

- deliver nationally recognised courses
- deliver accredited Australian Qualifications Framework (AQF) VET qualifications
- apply for Australian, state and territory funding to provide VET.

Legislation related to your enrolment

As an RTO, we are required to meet a range of quality standards that are regulated by the Australian Skills Quality Authority (ASQA), specifically:

- National Vocational Education and Training Regulator Act 2011 [National Vocational Education and Training Regulator Act 2011 \(legislation.gov.au\)](http://legislation.gov.au)
- Standards for Registered Training Organisations (RTOs) 2015 [Standards for Registered Training Organisations \(RTOs\) 2015 \(legislation.gov.au\)](http://legislation.gov.au)
- Student Identifiers Act 2014
- Privacy Act 1988 and Australian Privacy Principles (2014)
- Work Health and Safety Act. 2011
- Competition and Consumer Act 2010
- Anti-Discrimination Laws:
 - Age Discrimination Act 2004 (Cwth)
 - Disability Discrimination Act 1992
 - Racial Discrimination Act 1975
 - Sex Discrimination Act 1984
 - Disability Standards for Education 2005
- Fair Work Act 2009
- Copyright Act 1968

RTO Contacts

Position	Staff Member	Phone Number	Email Address
RTO Manager	Amanda Thalieb	+61 451 876 883	athalieb@blendedlearning.edu.au
Training and Compliance Manager	Lisa Materano	+61 438 134 558	lmaterano@blendedlearning.edu.au
VET Coordinator	Lisa Materano	+61 438 134 558	lmaterano@blendedlearning.edu.au
VET Administration	Amanda Thalieb	+61 451 876 883	athalieb@blendedlearning.edu.au

Course Information

You can find information about our courses via our marketing brochures available on the website

[Blended Learning International](#)

These brochures will provide you information on:

- Qualification title and Code
- Duration
- Pre entry requirements
- Physical or virtual locations at which it will be provided
- Modes of delivery
- name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on the RTO's behalf
- any work placement arrangements.

If you require further information, you can make an appointment with the VET Coordinator by calling +61 0448 998 048.

RTO Requirements

It is important that you consider all the information about the training product to ensure it's appropriate to meeting your needs using your existing skills and competencies.

It is important to know, that before you undertake any training and assessment, Blended Learning International requires you to complete the following tasks:

	Task	Why?
1	Provide your Unique Student Identification Number	As your education and training provider, will need to collect and verify your USI. To help us do this, you can give us access to view and/or update your USI account and view your VET transcript. Providing access to your USI account and VET transcript will help us process your enrolment and any credit transfers or national recognition applications
2	Complete a pre-training review	It's important that we ensure you meet the course entry requirements and have the appropriate skills (such as language, literacy and numeracy) to undertake training and assessment. It's also important that we meet your needs using your existing skills and competencies.
3	Complete an enrolment form	All registered training organisations (RTOs) are required to report all nationally accredited training activity. We do this via AVETMISS reporting. AVETMISS stands for the Australian Vocational Education and Training Management Information Statistical Standard. It is a national data standard which ensures the consistency and accuracy of vocational education and training (VET) information
4	Provide us details of any training and assessment you have completed prior.	Students must not be required to repeat any unit or module in which they have already been assessed as competent, unless a regulatory requirement or licence condition (including an industry licensing scheme) requires this. If you provide suitable evidence, you have successfully completed a unit or module at any RTO, we must provide credit for the unit or module.

Blended Learning International is responsible for:

- proving you with quality training and assessment that can lead to issuance of the AQF [Australian Qualifications Framework] certification documentation if you successfully complete all the assessment requirements.
- cooperating with the VET Regulator at all times and meeting the Standards for Registered Training Organisations (RTOs) 2015 at all times
- advising all students in writing if there are any changes to the RTO status, in the case that:
 - There is a change of ownership
 - A third party delivering training and assessment to students on behalf of Blended Learning International closes or ceases to deliver any part of the training that the student has been enrolled in.

- The RTO closes or ceases to deliver any part of the training and assessment which a student, or students are enrolled in. In this eventuality, Blended Learning International will advise the VET regulator – ASQA accordingly, and students will be advised in writing of their training options, which could include but not limited to:
 - A full refund of course fees paid
 - Transfer to another RTO, whom delivers the training product in which the student was enrolled in.

Your rights as a student at Blended Learning International

- You have the right to learn in a safe environment
- You have the right to submit a compliant and/or appeal and have that complaint or appeal investigated and acted upon.
- You have the right to opt out of our marketing consent and refuse the right to use your image or testimonials in our marketing. (this is located on the enrolment form)
- Be informed on the implications for government training entitlements and subsidy arrangements in relation to your selected course.
- You have the right to apply for a refund. See our refund policy for full details
- You will be formally informed of changes to the status of the RTO if they affect the services, we provided you.

Your Student Obligations

- You must meet the entry requirements for your chosen course
- You must pay your fees in full before any certification documentation will be issued.
- You must meet the Program Delivery Expectations detailed below:

Program Delivery Expectations of Students

Face-to-face Training

- Arrive on-time to the classroom for each class and sign in on the roll. Students who do not mark themselves on the roll will be marked as absent.
- In the event that 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, read all learning materials provided and complete all assessments by the assessment 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.

Online Training

- Attend all webinars and live online sessions.
- Ensure that there is a stable internet connection for the duration of the webinar / live online session.

- If a student is not present for at least 85% of the online session, it will be noted as an absence.
- Keep the camera on and the mic muted (except to speak) during webinars and live online sessions.
- 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 modules, read all learning materials provided and complete all assessments by the assessment 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.

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.

If you need to create a USI, you can do so via this website: <https://www.usi.gov.au/students/get-a-usi>

Sharing your USI with training or education providers

As your education and training provider, will need to collect and verify your USI. To help us do this, you can give us access to view and/or update your USI account and view your VET transcript. Providing access to your USI account and VET transcript will help us process your enrolment and any credit transfers or national recognition applications

You can provide us access via the following link: <https://www.usi.gov.au/students/give-provider-access>

USI Privacy Notice

We are committed to ensuring the proper handling of your personal information in accordance with the [Privacy Act 1988](#) ('Privacy Act'). We are an 'APP entity' that must comply with the [Australian Privacy Principles](#) (APPs) which are set out in Schedule 1 of the Privacy Act. The Privacy Act and APPs regulates how entities must collect, use, disclose and hold personal information, and how people may access and correct their personal information.

The privacy policy has been developed in accordance with APP 1, and the purpose of this privacy policy is to explain:

- what kinds of personal information we collect, use and disclose
- how we collect, use, disclose and hold your personal information
- the purposes for which we collect, use and disclose your personal information
- how you can access your personal information held by us and seek correction of that information (if necessary)
- what you can do if you have a query, concern or complaint regarding our handling of your personal information.

The privacy policy also provides information about accessing information under the Freedom of Information Act 1982.

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

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.

What personal information we collect and hold

Personal information means information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- whether the information or opinion is true or not
- whether the information or opinion is recorded in a material form or not.

We collect a broad range of personal information that is reasonably necessary for, or directly related to, our functions and activities, including our role under the Student Identifiers Act 2014.

Personal information we collect may include and hold (but is not limited) to the following:

- full name
- preferred name
- mailing address which could be the physical/street address and/or postal address
- email address
- telephone numbers
- date of birth
- city or town of birth
- country of birth
- gender
- what services you have obtained or which you have asked about
- cookie and clickstream data (e.g. information about the websites a person has visited)

How we disclose your personal information

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

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

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by

NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), 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:

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

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

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

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

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

Surveys

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

Contact Information

At any time, you may contact Blended Learning International at info@blendedlearning.edu.au to:

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

VET Data Use Statement

Under the National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020 and National VET Data Policy (which includes the National VET Provider Collection Data Requirements Policy at Part B), Registered Training Organisations are required to collect and submit data compliant with AVETMISS for the National VET Provider Collection for all Nationally Recognised Training. This data is held by the National Centre for Vocational Education Research Ltd (NCVER), and may be used and disclosed for purposes that include:

- populating authenticated VET transcripts
- administering VET, including program administration, regulation, monitoring and evaluation
- facilitating 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 is authorised by the National Vocational Education and Training Regulator Act 2011 (NVETR Act) to disclose to the following bodies, personal information collected in accordance with the Data Provision Requirements or any equivalent requirements in a non-referring State (Victoria or Western Australia), for the purposes of that body:

- a VET regulator (the Australian Skills, Quality Authority, the Victorian Registration and Qualifications Authority or the Training Accreditation Council Western Australia)
- the Australian Government Department of Education, Skills and Employment
- another Commonwealth authority
- a state or territory authority (other than a registered training organisation) that deals with or has responsibility for matters relating to VET.

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

RTO Declaration and Understanding statement states that:

- I declare that the information provided in the data submission is accurate and complete.
- I understand that information provided in data submissions about client training and outcomes may appear on authenticated VET transcripts.
- I understand that:
 - information provided in the data submission will only be used, accessed, published and disseminated according to the [National VET Data Policy](#)
 - if that information also includes personal information, [the Privacy Act 1988](#), [the Australian Privacy Principles](#) and [the National Vocational Education and Training Regulator Act 2011](#) regulate the collection, use or disclosure of personal information.
- I understand that:
 - information provided in the data submission may be used for the purposes outlined above, and
 - identified RTO level information that supports consumer information (on My Skills for example), transparency and understanding of the national VET market may be published in reports, tables and a range of other data products, including data cubes and websites.

Signature/ electronic acknowledgement	<i>Lisa Materano</i>
Date	28/03/2022
Name	Lisa Materano
Position in RTO	Director

Fees, Charges, and Refund Arrangements

The course that you enroll in and your own personal circumstances (*whether you are eligible for Government funding*) will affect how much you pay for the course that you are enrolled in.

- Blended Learning International offers all courses on a fee-for-service basis. For further information on current course fees and Government funding offers, please contact info@blendedlearning.edu.au.
- Individual participants whom are enrolling in a full fee for service paying course will receive a Tax Invoice.
- Pre-paid fees will not be more than \$1500 at any one time.
- The Tax Invoice will include a course Enrolment Fee of \$506-00, which must be paid prior to the course commencement. Any additional course fees will be required to be paid in full within seven (7) working days of the course start date.
- Blended Learning International reserves the right to suspend a participant's enrolment if payment is not received.

The following provides details on other fees as charged by Blended Learning International:

- **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 \$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 \$30**
- **Access to Student File** – applies where a student requests access to their own 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 at \$30 per hour.

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 refund of fees may be given in the following circumstances:

- You have overpaid the invoice amount.
- You enrolled in a course that has been cancelled by Blended Learning International. Blended Learning

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International will refund in full all fees for the course paid by the student.

- Students who give notice to cancel their enrolment 10 business days or more prior to the commencement of a program, will be entitled to a full refund of fees paid.
- Students who give notice to cancel their enrolment within the 10 business days prior to commencement of a program will be entitled to refund of fees paid, minus an administration fee of \$200.
- You give notice to cancel your enrolment 9 business days or less prior to the commencement of your program. In this case, you will be entitled to a 75% refund of fees paid. The amount retained (25%) by Blended Learning International is required to cover the costs of staff and resources.
- Students who cancel their enrolment after a training program has commenced will not be entitled to a refund of any fees paid in advance.

A refund is **not** given for the following circumstances:

- You have changed your mind during the course
- You are not able to complete the course due to changes in your job or working hours
- You are not to complete the course due to personal issues
- 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

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.

1. 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
2. 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.
3. RPL processes meet the principles of assessment and rules of evidence and are subject to Blended Learning International moderation and validation processes.

File Name	Student_Handbook_Final_v1.1	Date of Issue	2022
	Not controlled if printed.	Version	1.1
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4. 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.
5. RPL assessments and outcomes will be recorded, and relevant qualifications/Statements of Attainment will be issued where applicable and in accordance with BLIs issuing policy and procedures.
6. 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.

RPL Process

1. Potential students complete the Blended Learning International application form.
2. If potential students intend to apply for RPL only, then the RPL Form is to be completed as well. Gap training required will incur additional fees. Fees are available from the Blended Learning International administration staff
3. 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.
4. In both cases as outlined in points 2 and 3 above in this RPL Process, the potential student is asked to compile a portfolio of evidence and an interview with a qualified assessor is arranged.
5. Assessor conducts an interview with the candidate and records the outcomes from this interview. The RPL tool is use for this interview.
6. Assessor conducts skills and knowledge assessments against the requirements of the relevant qualification utilising course assessment tools as required to confirm candidates' skills/knowledge claims.
7. Feedback on assessment to date is provided to the RPL student. The RPL student is given opportunity to provide additional evidence to fill any identified gaps where current evidence does not meet principles of assessment and rules of evidence.
8. Any further evidence is taken into consideration and the final assessment outcome is determined

Mutual/ National Recognition and Credit Transfer

File Name	Student_Handbook_Final_v1.1	Date of Issue	2022
	Not controlled if printed.	Version	1.1
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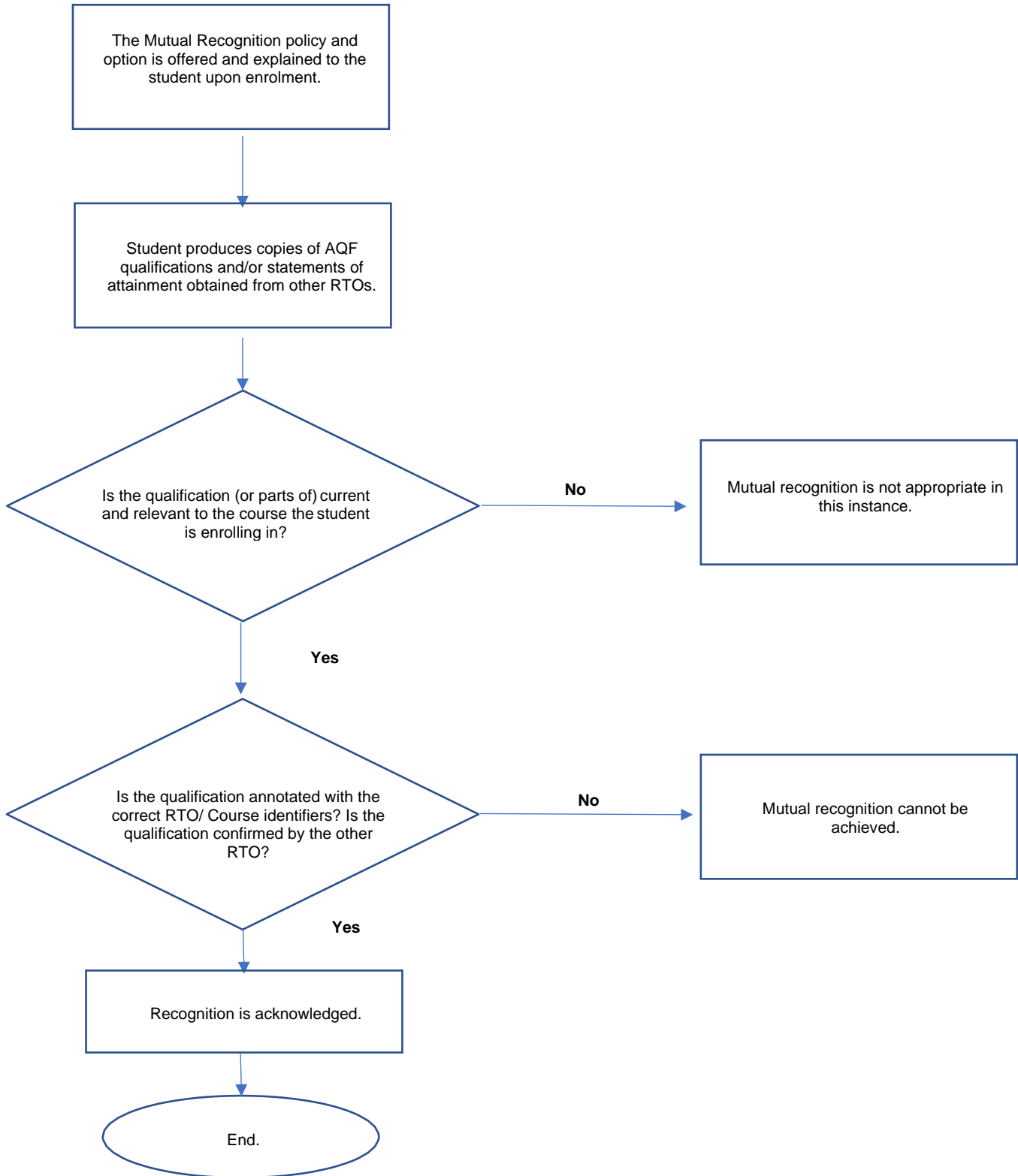
Recognition by an RTO of the AQF qualifications and statements of attainment issued by all other RTOs, thereby enabling national recognition of the qualifications and statements of attainment issued to any person. Recognition by each state and territory's registering body of the training organisations registered by any other state or territory's registering body and of its registration decisions. Recognition by all state and territory course-accrediting bodies and registering bodies of each other's accredited courses and accreditation decisions.

Credit transfer assesses the initial course or subject that an individual is using to claim access to, or the award of credit in, a destination course. The assessment determines the extent to which the client's initial course or subject is equivalent to the required learning outcomes, competency outcomes, or standards in a qualification.

1. Blended Learning International will recognise Australian Quality Framework qualifications and statements of attainment issued from other Registered Training Organisations upon Validation.
2. These qualifications and/or statements of attainment will be authenticated with the issuing Registered Training Organisation to ensure the competencies achieved are still valid and current.
3. Students will be informed of this policy and offered this option either leading up to, or at the time of their enrolment.
4. Students will record their mutual recognition requests (course and/or units of competency) on the form 'Application for Recognition of Prior Learning'. This form is available from Administration staff.
5. Mutual recognition for students' qualification and attainments will be complemented by recognition of competencies under prior learning, the policies and procedures for which are separately given.
6. The RTO which issued the qualification for which mutual recognition is being sought, will be contacted, and asked to confirm records and provide an electronic confirmation of student applicant's qualification for mutual recognition

File Name	Student_Handbook_Final_v1.1	Date of Issue	2022
	Not controlled if printed.	Version	1.1
© Blended Learning International RTO Code: 110068			

MUTUAL RECOGNITION POLICY OPTION FLOWCHART



File Name	Student_Handbook_Final_v1.1	Date of Issue	2022
	Not controlled if printed.	Version	1.1
© Blended Learning International RTO Code: 110068		Page	12 of 21

Student Support

Blended Learning International identifies the support requirements of each student prior to enrolment, collects student feedback through the course delivery and upon completion of the course. This is used to improve student support services.

Student Support services offered by Blended Learning International include:

- Student Information on courses prior to enrolment
- Student Enrolment Information
- LLN Skills Assessment Questionnaire
- Documented complaints and appeals policy and procedure
- Blended Learning International policies and procedures
- Internal Staff and Trainer/Assessors
- Access to external support services – *please note, where there is an additional fee for these support services, the costs will be borne by the student*

Prior to enrolment the Administration Officer (Student Intake Officer) will send to prospective students a Language, Literacy and Numeracy (LLN) skills Indicator assessment, for students whom are interested in enrolling in a qualification, together with detailed information regarding the course. By completing the LLN Skills Indicator prior to enrolment, this will assist Blended Learning International identify the suitability of the course for the relevant student and identify any educational and support service needs.

Internal Support Services offered by Blended Learning International include:

- Additional tuition held weekly by Trainers/Assessors
- Modifying the learning and/or assessment materials e.g. larger print
- Small class sizes
- Reasonable adjustment, which is an inclusive practice as a key component used by Trainers/Assessors within each class, with Trainers/Assessors using a range of teaching strategies to meet individual needs, and provide learning experiences that: take into account differing learning styles or preferences, recognise the differences among learners and ensure no one is excluded. Reasonable Adjustment is used, where appropriate, for assessment tasks within this course to ensure that all learners are given the same learning opportunities and the same opportunity to perform and complete assessments. Where Reasonable Adjustment of assessment tasks takes place within a course the Trainers/Assessor will clearly record on each assessment task how this has taken place. As part of this process any Reasonable Adjustment will ensure that the same level of knowledge and skills are demonstrated for all Participants as required by both the Unit of Competency and Industry.

File Name	Student_Handbook_Final_v1.1	Date of Issue	2022
	Not controlled if printed.	Version	1.1
© Blended Learning International RTO Code: 110068			

Other Support Services may include, but not limited to:

<p>Text to Speech</p> <p>Natural Reader is a professional text to speech program that converts any written text into spoken words.</p>	<p>https://www.naturalreaders.com/online/</p>
<p>Speech to Text</p> <p>Dictation accurately transcribes your speech to text in real time</p>	<p>https://dictation.io/</p>
<p>Recognised Difficulties in Studying and Learning</p>	<p><u>Effective Study skills</u></p> <p>A useful quick overview of study skills</p> <p>www.adprima.com/studyout.htm</p> <p><u>How to Study</u></p> <p>A large directory to study skills websites, including how to study in specific subject areas.</p> <p>www.howtostudy.org</p> <p><u>Study Guides and Strategies</u></p> <p>A wide ranging overview of the skills needed at all stages of learner life.</p> <p>www.studygs.net</p>



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

File Name	Student_Handbook_Final_v1.1	Date of Issue	2022
	Not controlled if printed.	Version	1.1
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Complaints and Appeals

Blended Learning International takes complaints and appeals from its stakeholders seriously. We follow a complaints and appeals process to provide a clear understanding of the steps involved to ensure all complaints and appeals are handled professionally and confidentially to achieve a speedy resolution.

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.

An appeal may be received about a decision, including an assessment decision, made by Blended Learning International or a third-party providing services on their behalf.

All students will be provided with a copy of the Complaints and Appeals Policy and Process via the student VET handbook to ensure:

- all parties have a clear understanding of the steps involved in the Complaints and Appeals Policy
- students are provided with details of external authorities if required
- all complaints and appeals are managed fairly and equitably and as efficiently as possible

We will encourage the parties to approach a complaint or appeal with an open view and to attempt to resolve problems through discussion and conciliation.

A complaint or appeal must be submitted in writing on the Complaints and Appeals Form. We will act on and begin investigating each complaint or appeal within 10 working days.

Each complainant/appellant will have an opportunity to formally present his or her case and be represented by a third party. Each complainant/appellant will be provided with a written statement of the outcome including reasons for the decision reached within 60 calendar days of the complaint/appeal being made. If Blended Learning International needs more time to resolve the issue, Blended Learning International will write to the complainant/appellant and explain why.

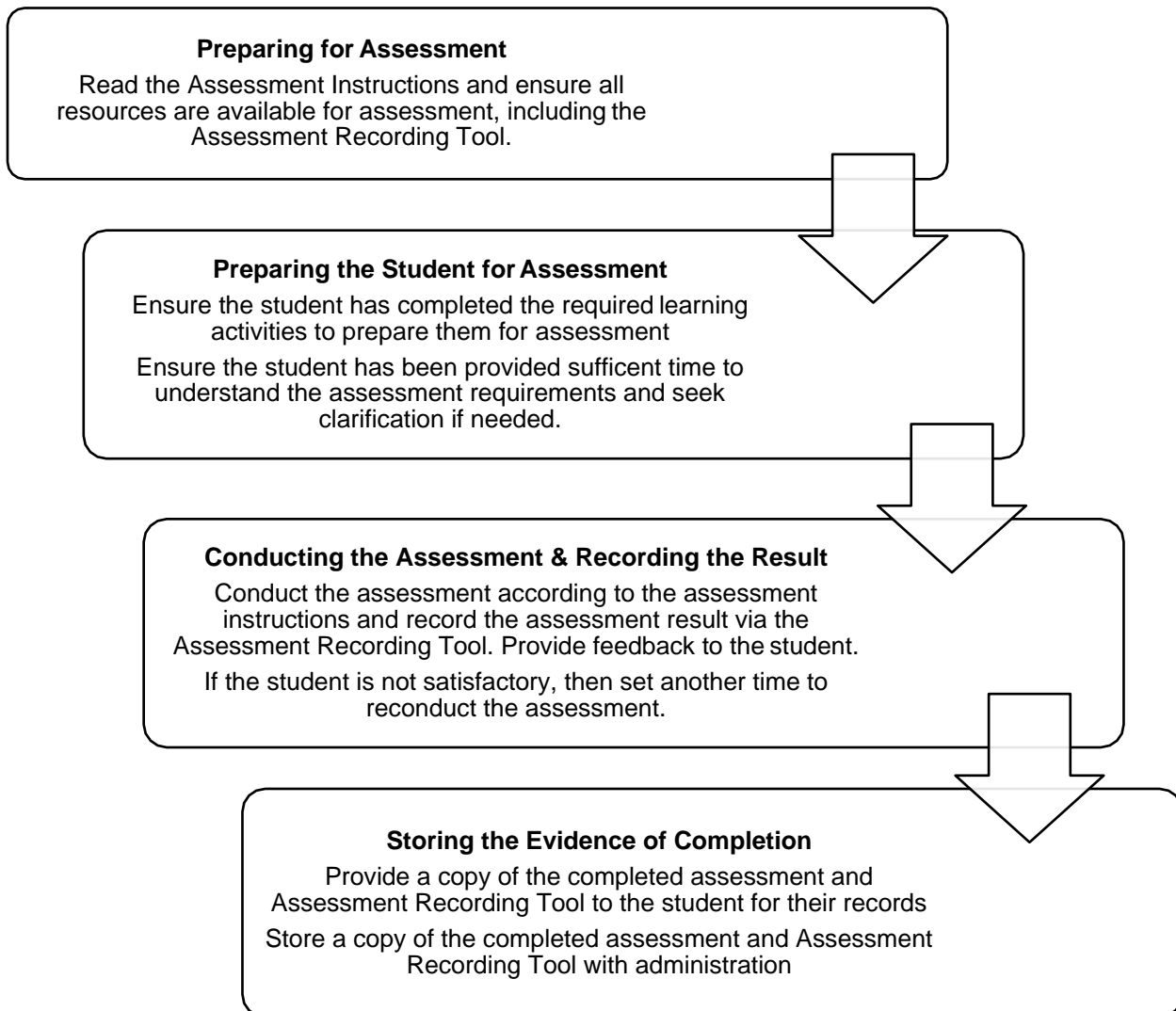
If after exhausting Blended Learning International's complaints and appeals process a complainant/appellant is still not satisfied with the outcome, Blended Learning International will engage a third party mediator. The cost is to be split 50/50 by Blended Learning International and the complainant/appellant.

If complainant/appellant is still not satisfied with the independent third-party mediator, the complaint can be lodged with the ASQA. Each complaint or appeal and its outcome will be recorded in writing, discussed at Blended Learning International's management meeting and filed in the continuous improvement register

File Name	Student_Handbook_Final_v1.1	Date of Issue	2022
	Not controlled if printed.	Version	1.1
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ASSESSMENTS

Conducting Assessment and Recording Results Flow Chart



Feedback and Review

At the completion of each assessment task your Assessor will assess your work and then provide you with feedback.

You will be provided with the opportunity to provide Blended Learning International with feedback at any time during your course. At the conclusion of the course your Trainer will provide you with a feedback questionnaire. The information you provide is valuable to Blended Learning International's continuous improvement. We value your feedback.

Issuing Certification

Blended Learning International issues AQF [Australian Qualifications Framework] certification documentation only to a student whom it has assessed as meeting the requirements of the training product as specified in the relevant training package.

Successful students will receive their certification documents within 30 calendar days of the learner being deemed competent, providing all fees owed have been paid.

File Name	Student_Handbook_Final_v1.1	Date of Issue	2022
	Not controlled if printed.	Version	1.1
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