



Student Handbook

File Name	Student Handbook 2024	Date of Issue	March 2024
	Not controlled if printed.	Version	3.0
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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 (Standards for Registered Training Organisations 2015) that 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	+61 438 134 558	lmaterano@blendedlearning.edu.au
VET Administration	Helen de Jong	+61 438 134 558	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
- '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 to ensure that you are fully informed as to whether the qualification/course that you would like to enrol in, is the most appropriate course for you.

	Task	Why?
1	Read the course brochure on the website	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
2	Gather relevant information	BLI has policies and procedures; relevant course fees; payment plans
3	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.
4	Click onto the 'Application' tab in the website Blended Learning International 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.
5	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.
6	Accept the Letter of Offer within 5 calendar days and pay the \$1500 deposit	To secure your place in the course that you have enrolled into, you will need to accept the letter of offer and pay the deposit.
7	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 steps have been completed you will be provided with dates to attend either a Live Online Orientation session or a 'classroom' face to face Orientation. During this session you will have the opportunity to meet your Trainer/Assessor and other key staff based in Australia. This Orientation session will provide you with further information regarding the training and assessment.

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.

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

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 NCVET. 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.

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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:

- 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 NVETR 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 Standards for Registered Training Organisations (RTOs) 2015 – Schedule 5.

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).

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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](#) tells you how to make a complaint to the OAIC.

Blended Learning International's responsibilities

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

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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.

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 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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Fees, Charges, and Refund Arrangements

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 \$1500** – 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 \$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.
- **Replacement of testamur/certificate \$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 the enrolment deposit to secure their place in the course.

Payment Plans apply for each qualification. Students will be provided with a payment plan based on the qualification that they wish to enrol in. Payment plan information will be available prior to enrolment, and as agreed in the Letter of Offer.

Once a Letter of Offer has been accepted, students will be provided with a tax invoice based on their qualification payment plan.

Qualifications
BSB40320 Certificate IV in Entrepreneurship and New Business
BSB50120 Diploma of Business
BSB80320 Graduate Diploma of Strategic Leadership

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.

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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 exceptional circumstances:

- You have overpaid the invoice amount.
- You enrolled in a course that has been cancelled by BLI. BLI 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 their course/program has commenced will not be entitled to a refund of any fees paid in advance.

Discretion may be exercised by the Blended Learning International 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.

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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 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 BLIs 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.

RPL Process

- Potential students complete the Blended Learning International application form.
- 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
- 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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- 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.
- Assessor conducts an interview with the candidate and records the outcomes from this interview. The RPL tool is use for this interview.
- 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.
- 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.
- Any further evidence is taken into consideration and the final assessment outcome is determined

Mutual/ National Recognition and Credit Transfer

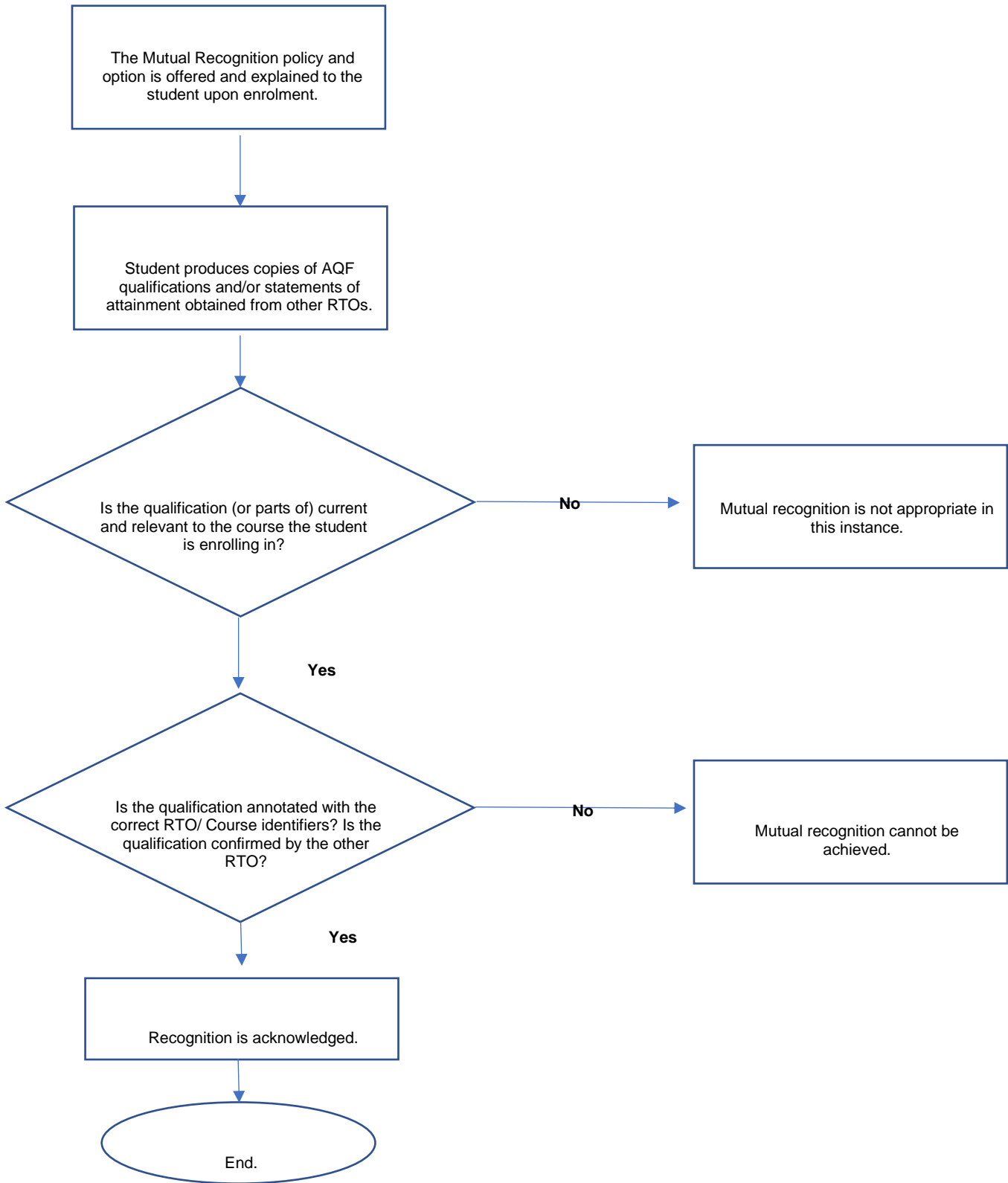
Recognition by an RTO of the AQF qualifications and statements of attainment issued by all other RTOs, thereby enabling national recognition of the qualifications and statements of attainment issued to any person. Recognition by each state and territory's registering body of the training organisations 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. This may include credit transfer based on formal learning that is outside the AQF

- Blended Learning International will recognise Australian Quality Framework qualifications and statements of attainment issued from other Registered Training Organisations upon Validation.
- 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.
- Students will be informed of this policy and offered this option either leading up to, or at the time of their enrolment.
- 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.
- 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.
- 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

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RPL/CREDIT TRANSFER



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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.



24/7 Mental Health Services

<p>Beyond Blue <i>Anyone feeling anxious or depressed</i></p> <p>beyondblue.org.au 1300 22 4636</p>	<p>Kids Helpline <i>Counselling for young people aged 5 to 25</i></p> <p>kidshelpline.com.au 1800 55 1800</p>
<p>MensLine Australia <i>Men with emotional or relationship concerns</i></p> <p>mensline.org.au 1300 78 99 78</p>	<p>Open Arms <i>Veterans and families counselling</i></p> <p>openarms.gov.au 1800 011 046</p>
<p>Lifeline <i>Anyone having a personal crisis</i></p> <p>lifeline.org.au 13 11 14</p>	<p>Suicide Call Back Service <i>Anyone thinking about suicide</i></p> <p>suicidecallbackservice.org.au 1300 659 467</p>
<div style="display: flex; align-items: center;">  <p style="font-weight: bold; font-size: 1.2em;">Is it an emergency?</p> </div> <p style="margin-top: 5px;">If you or someone you know is at immediate risk of harm, call triple zero (000)</p>	
	

Other external services

<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> A useful quick overview of study skills www.adprima.com/studyout.htm</p> <p><u>How to Study</u> A large directory to study skills websites, including how to study in specific subject areas. www.howtostudy.org</p> <p><u>Study Guides and Strategies</u> A wide ranging overview of the skills needed at all stages of learner life. www.studygs.net</p>

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

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- 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.

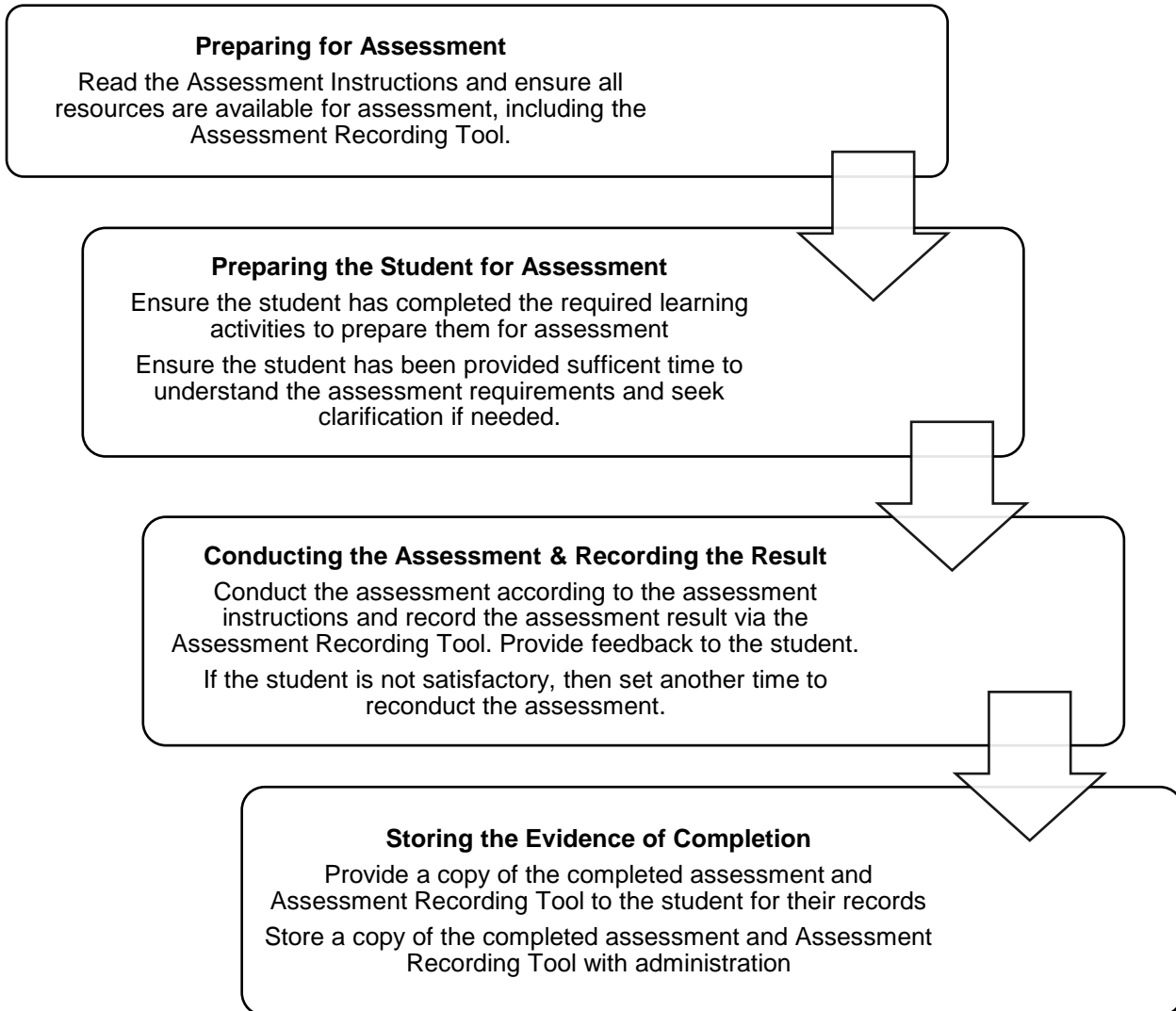
Each complaint or appeal and its outcome will be recorded in writing, discussed at Blended Learning International's management meeting and filed in the continuous improvement register

Legislation related to your enrolment

- National Vocational Education and Training Regulator Act 2011
- 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

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Conducting Assessment and Recording Results



Issuing Certification

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

Successful students will receive their AQF qualification or Statement of Attainment within 30 calendar days of the student being deemed competent, providing all fees owed have been paid.

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