



STUDENT HANDBOOK

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FEEDBACK

BAA welcomes feedback on its Information booklets and overall course services. If you have any feedback regarding this student handbook, please pass this on to your trainer/assessor, or email directly to feedback@buildersacademy.com.au

Table of Contents

Welcome to Builders Academy Australia (BAA)	5
Introduction	5
About us	5
Code of practice	6
Benefits of studying with BAA.....	6
Course information	7
General Enrolment Information	7
Guarantee	8
Legislation	8
Student Safety.....	8
Child Safety and Wellbeing	9
Vulnerable Persons	10
Cultural Safety, Diversity and Inclusion	11
Records and Information Access - How BAA protects your privacy	11
BAA Commitment to Equity.....	12
Consumer Protection	13
Consumer Protection Complaints	13
Complaints and Appeals	14
Pre-Enrolment Information	15
Student advice and selection.....	15
Academically Suitable and Appropriate Training.....	16
Recognition of Prior Learning (RPL) and Credit Transfer (CT).....	16
Student Identification Requirements.....	16
Student Enrolment Information.....	16
Unique Student Identifier (USI).....	17
Non-Acceptance of Enrolment Application	17
Student Support Services	17
Students Needs	17
Government funding, subsidy, or other support	18
Skills First Funding.....	19
Pre-Apprenticeships.....	19
Do I need an employer before commencing a pre-apprenticeship?	20
Will a pre-apprenticeship guarantee me a job?	20
Apprenticeships/Traineeships	20
Workplace Training.....	20
Virtual Classroom Delivery.....	21

Fees and charges.....	21
Commencement of studies.....	24
Attendance.....	24
Assessment	25
Final assessments submission.....	25
“What happens if I am deemed ‘Not Yet Competent’?”	26
Communication Outside Official Channels	26
Classroom and Training Expectations	26
Access to Learning Materials	28
Plagiarism and collusion.....	28
Surveys	28
NCVER Surveys	29
State and Federal Government Surveys	29
Continuous Improvement.....	29
Cancellations, Withdrawals and Deferrals.....	29
Post Completion Information	31
Issuing of Qualification Certificates and Statements of Attainment	31
Obtaining Your Qualification Certificate.....	31
Re-Issue of Qualification Certificates and Statements of Attainment.....	31
Further enquiries and assistance	31
Sources of further information	31
Frequently asked questions	32
“How can I get the most out of my training?”	32
“What does competency mean?”	32
“How long does it take for me to receive my Statement of Attainment or Certificate?”	32
“What happens to my assessment documentation after I receive my Statement of Attainment or Certificate?”	32
“What is the difference between a Statement of Attainment and a Certificate?”	32

Welcome to Builders Academy Australia (BAA)

Introduction

This student handbook is designed to provide you with information about the services provided by Builders Academy Australia (BAA), our obligations to you and our approach to providing you with a safe, fair, and supported environment to participate in training and assessment. This handbook does not provide you with specific information about a particular course offered by BAA. This information is contained in the Course Brochure which is supplied separately or available on our website.

About us

BAA is a Registered Training Organisation with the Australia Skills Quality Authority (ASQA) for the delivery of training and assessment services in the Civil and General Construction Industry, Australia wide.

We are committed to a high standard in the provision of vocational education and training and client services. BAA prides itself on a long standing reputation and ability to deliver excellent customer service in training and assessment.

BAA is based on the principle of "builders training builders". BAA provides the highest quality curriculum and training services to meet real industry needs. BAA delivers a number of qualifications relating to the building and construction sector and affiliated industries such as work health and safety, interior design, and small business management. Students include both those with extensive building and construction experience, and those who are seeking entry into this growing sector. The BAA team is made up of qualified trainers and leaders from a variety of industries. Our team has employer and management experience and understands all facets of training delivery in the construction industry.

FOUNDED BY THE SIMONDS GROUP

BAA was originally founded by the Simonds Group which includes Simonds Homes, one of Australia's largest builders of detached housing in Australia. This allowed BAA great insight into employee and Industry focused educational delivery with an emphasis on the importance of meeting Industry needs. Building homes since 1949, Simonds Homes celebrates a heritage that is celebrated and trusted by Australian families and Industry.

In December 2021, the ownership of BAA changed yet a strong strategic relationship with Simonds Homes remains. Simonds Homes is one of many strategic partners that BAA work closely with.

A PART OF UP EDUCATION

For over 25 years, UP Education has built an innovative, student-centred global learning community. UP Education provide outstanding educational opportunities for students seeking a tertiary study experience in New Zealand or Australia. UP Education acquired BAA in December 2021. UP Education operates 30+ campuses in 10 locations in New Zealand and Australia. BAA are proud to be a part of UP Education.

Here are a few reasons why:

- 250,000+ students educated across hundreds of courses
- 25+ years educating international & domestic students
- 800+ people with a passion for amplifying potential
- 30+ campuses in 10 locations across Australasia
- 6 partnerships with leading universities
- 10 private colleges in the group

UP Education believe that with great care and focus on the individual, potential can be exponential. UP Education and BAA offer much more than education — together we are passionate about equipping students with life-long, dynamic skills that prepare them to take on everything their future holds.

Code of practice

The commitments set out in the BAA Code of Practice underpin the operations of the organisation. All employees will abide by its provisions. Our Code of Practice outlines our operational policies and our commitment to our students, BAA:

- Is committed to the continuous improvement of its training delivery and assessment services
- Liaises with industry bodies such as Office of Fair Trading and Workcover
- Complies with all State and Territory regulatory and legislative requirements
- Advertises and markets its training delivery services openly, honestly and with integrity
- Provides accurate, relevant, and up-to-date information on enquiry
- States its fees and charges on enquiry and on its website
- Outlines its fees refund policy in the student handbook and on our website
- Enrols applicants to its courses on the basis of access and equity
- Recognises qualifications issued by registered training organisations within the Australian Qualifications Framework
- Provides up-to-date facilities and equipment in a safe and healthy environment
- Prohibits discrimination in any form towards any group or individual
- Employs suitably qualified and experienced employee
- Conducts fair, flexible, valid, and reliable competency-based assessments
- Provides an assessment appeals procedure and opportunities for re-assessment
- Provides academic support to students or referral to external agencies for additional learning support
- Refers students to external expert advice for personal and financial support
- Encourages feedback and evaluation from its stakeholders
- Maintains accurate, confidential, and secure training and financial records
- Provides timely and accurate information to government agencies and funding bodies

Benefits of studying with BAA

Experience

Our team of Trainer /Assessors are qualified and highly skilled tradespeople and bring with them a broad range of experience and expertise. Their aim is to help you reach your goals and ensure all parties are satisfied with their experience. They will apply their experience and knowledge to ensure that you get the most out of your training.

Our trainer’s industry experience is continually up to date by participating in professional development activities, therefore giving our students the best practical industry experience.

Passion

Our team is passionate about training. We believe in our delivery model, and it shows through our proactive nature to get the job done. We will work with you to ensure that you receive the highest standard of training and achieve your goals.

Support

Much like our passion for the business here at BAA, we believe a strong support network is key to achieving the right learning outcomes. Our team is here to support you throughout your training program. Our extensive range of student and employer support services ensure that all students and apprentices are provided with the highest level of support and assistance throughout the duration of their training.

Course information

Builders Academy Australia is a Registered Training Organisation with the Australian Skills Quality Authority (ASQA). We provide training and assessment services in all sectors of the General Construction Industry. Our nationally recognised qualifications include:

General Construction

22614VIC	Certificate II in Building and Construction Pre-apprenticeship
CPC20220	Certificate II in Construction Pathways
CPC30220	Certificate III in Carpentry
CPC40120	Certificate IV in Building and Construction
CPC40920	Certificate IV in Plumbing and Services
CPC50220	Diploma of Building and Construction (Building)
CPC50320	Diploma of Building and Construction (Management)

Civil Construction

RII30820	Certificate III in Civil Construction Plant Operations
RII30920	Certificate III in Civil Construction
RII40720	Certificate IV in Civil Construction

Construction Administration

BSB40120	Certificate IV in Business
BSB41419	Certificate IV in Work Health and Safety
BSB40520	Certificate IV in Leadership and Management
BSB50420	Diploma of Leadership and Management

Standalone Units of Competency

BSBWHS332X	Apply infection prevention and control procedures to own work activities
CPCWHS1001	Prepare to work safely in the construction industry
HLTAID009	Provide cardiopulmonary resuscitation (VIC Only)
HLTINFCOV001	Comply with infection prevention and control policies and procedures

*Some Qualifications may have been superseded at the time of publishing this Student Handbook. For a complete list of current qualifications available at Builders Academy Australia [click here](#)

General Enrolment Information

BAA offers a range of study and delivery modes to suit various pathways. You can enrol with BAA under a fee for service arrangement or alternatively if eligible, you can enrol with Government funding which may include an apprenticeship/traineeship arrangement with an employer.

It is important that you read this student handbook and some of our policies and procedures before you finalise your enrolment. As you progress through the student handbook you can click on the policy links located in each section on the handbook for more information. You will find details of policies and procedures under the 'Key Links & Documents' tab on our website and also the most up to date student handbook. Please see our website: [BAA Key Links and Documents](#)

Guarantee

As a course services provider, BAA supplies services and guarantees that these services will be:

- Provided with due care and skill;
- Fit for the specified purpose; and
- Provided within a reasonable time.

BAA ensures it uses an acceptable level of skill or technical knowledge and takes all necessary care to avoid loss or damage when providing course services.

Legislation

BAA ensures it complies with Commonwealth, State and Territory legislation and regulatory requirements relevant to its operations. Our operations are subject to a variety of legislation related to training and assessment, as well as general business practice.

This includes, but is not limited to, compliance with:

- The National Vocational Education and Training Regulator Act 2011, and the legislative instruments it enables;
- Workplace health and safety legislation and regulations;
- Anti-discrimination legislation and regulations; and
- Consumer protection requirements
- Anti-discrimination and Equal Opportunity legislation
- Privacy legislation
- Child safety legislation

Student Safety

BAA has an obligation under the Work Health and Safety Act 2011 to ensure the health and safety of each of its employees, and to ensure that students and visitors are not exposed to risks to their health and safety arising out of its activities.

Students and visitors are required to:

- comply with BAA health and safety policies and procedures when attending class
- conduct their activities in a manner which prevents personal injury or injury to others, and/or damage to property
- cooperate with and actively participate in BAA safety practices

Emergency evacuation procedures are in BAA classrooms and are specific to each venue. These procedures must be followed in the event of an emergency or if you are otherwise directed to evacuate.

BAA complies with all relevant Work Health and Safety legislation including the provisions of the Work Health and Safety Act 2011.

Trainer / Assessors will actively take steps to identify hazards that could cause harm to students in the learning environment. Where possible, the Trainer / Assessor will take action to remove or control these hazards and will report the hazard to the appropriate onsite representative.

Where practicable, you must take responsibility for your own health and safety, and that of your fellow students. This means you must follow all safety rules, procedures, and the instructions of your Trainer / Assessor while attending a training session.

Alcohol and other drugs awareness

BAA is committed to supporting the prevention and minimisation of drug and alcohol problems in the community. BAA requires you to be in a fit state to carry out your duties and must not possess, consume,

or be under the influence of drugs, alcohol, or any other impairing substance. At no time are you permitted to attend classes or operate machinery while under the influence of drugs or alcohol.

The possession, cultivation, consumption, distribution, or sale of illegal drugs whilst on BAA premises is prohibited. Any breach of this will lead to immediate disciplinary action and police involvement as required.

The consumption of other substances, which may affect your ability to study or behave safely are also prohibited. All individuals have a responsibility to take prescription and pharmacy drugs in accordance with their instructions or a medical practitioner's advice.

BAA may carry out screening for drugs and alcohol on reasonable suspicion or following an accident or incident. Anyone suspected of being under the influence of alcohol or drugs (legal or illegal) or refusing to participate in testing must immediately be removed from the workplace or classroom.

Please see our student welfare policy on our website: [Student Support and Welfare](#)

Child Safety and Wellbeing

Builders Academy Australia (BAA) is committed to the safety and wellbeing of all children who interact with BAA staff. BAA does not tolerate any behaviour which is inconsistent with this commitment by any staff member or the public on a BAA site.

Victoria's Child Safe Standards are a set of mandatory requirements to protect children and young people from harm and abuse. The new Child Safe Standards came into force on 1 July 2022 and BAA has implemented policies and procedures to comply with these new Standards.

Our Commitment to Child Safety

BAA is committed to child safety.

All students under eighteen (18) years of age who are supported by BAA have a right to feel and be safe. We want children to be safe, happy and empowered. We support and respect all children.

We are committed to the safety, participation and empowerment of all children.

We promote diversity and tolerance, and people from all walks of life and cultural backgrounds are welcome.

We:

- Promote the cultural safety, participation and empowerment of Aboriginal children;
- Promote the cultural safety, participation and empowerment of children from culturally and/or linguistically diverse backgrounds; and
- Ensure that children with a disability are safe and can participate equally.

We have zero tolerance of child abuse, harm and racism. All allegations and safety concerns are treated very seriously and consistently with our robust policies and procedures. We have legal and moral obligations to contact authorities when we are worried about a child's safety and wellbeing, which we follow rigorously.

BAA is committed to preventing child abuse and identifying risks early and removing and reducing these risks. We have robust human resources and recruitment practices for all personnel and are committed to regularly training and educating our personnel on child abuse risks.

BAA has consulted widely in the development and implementation of this policy that has been approved by our Child Safety & Wellbeing Management Committee. This policy applies to all activities undertaken by BAA which involve, result in or relate to contact with children, and is communicated widely and accessibly including in this Policy, our Student Handbook and via publishing on our website.

This policy applies to all individuals who conduct work for BAA in a paid or unpaid capacity, including board directors, executive leadership, all RTO staff, volunteers, interns, trainees, contractors and consultants.

As a child safe organisation, BAA:

- Has established a culturally safe environment in which the diverse and unique identities and experiences of Aboriginal children and young people are respected and valued.
- Has embedded child safety and wellbeing in organisational leadership, governance and culture.
- Informs and empowers children and young people about their rights, supporting participation in decisions affecting them.
- Informs and involves families and communities in promoting child safety and wellbeing.
- Upholds equity and respects diverse needs in policy and practice.
- Has inclusive approaches for children with a disability, Aboriginal children and children from culturally and/or linguistically diverse backgrounds.
- Ensures people working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice.
- Maintains child-focused processes for services delivery and the management of complaints and concerns.
- Ensures staff and volunteers are equipped with the knowledge, skills and awareness to keep children and young people safe through ongoing education and training.
- Has actively considered risks of abuse within the organisation.
- Ensures physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed.
- Has well-articulated policies and procedures documenting how BAA has implemented and maintains its child safe approach.
- Regularly reviews and improves processes used for the implementation of Child Safe Standards.

Child Safety Officer

BAA has appointed a child safety officer for its RTO operations, being the designated person to hear or be informed about all allegations or concerns and providing support to other personnel.

Child Safety Officer BAA:

Nina Cherry – Compliance Coordinator

Our designated child safety officer provides a single contact for children, parents and personnel to seek advice and support regarding the safety and wellbeing of children.

Please see our child safety and wellbeing policy on our website: [Child Safety and Wellbeing Policy](#)

Vulnerable Persons

Builders Academy Australia (BAA) is committed to the safety and wellbeing of all children and vulnerable adults who interact with BAA staff. BAA does not tolerate any behaviour which is inconsistent with this commitment by any staff member or the public on a BAA site.

The achievement of a safe environment for children and vulnerable adults requires the commitment of all members of the BAA community.

Activities and behaviour of all BAA staff, whether on BAA sites or elsewhere, must contribute to the safety and wellbeing of children and vulnerable adults and not expose them to harm. Harm can be caused by action or inaction. Therefore, all BAA staff share responsibility for the safety and wellbeing of children and vulnerable adults by complying with this policy and other components of the BAA commitment to protecting children and vulnerable adults.

‘Concerning behaviour’ is the actions or inactions of a person that cause or are perceived to cause or could potentially cause harm to a child or vulnerable adult.

‘Harm’ is defined as the detrimental impact on the physical, psychological, emotional, or social safety, wellbeing and development of a child or vulnerable adult.

BAA students and prospective students can include children and vulnerable adults.

BAA staff that may interact with students and prospective include, but is not limited to:

- Trainers and assessors
- Student Support Staff
- Staff responsible for enrolment
- Sales staff
- Compliance Staff
- Training Managers

Please see our vulnerable persons policy on our website: [Vulnerable Persons Policy](#)

Cultural Safety, Diversity and Inclusion

Builders Academy Australia (BAA) is committed to providing a culturally safe, inclusive and respectful learning environment. We recognise and value diversity in all its forms and support students from all backgrounds to participate fully in training.

Students are encouraged to raise any concerns relating to cultural safety, discrimination or inclusion, which will be managed in accordance with BAA policies and procedures.

Please see our Cultural Safety, Diversity and Inclusion Policy on our website: [Cultural Safety, Diversity and Inclusion Policy](#)

Records and Information Access - How BAA protects your privacy

Records and information relating to each student enrolled are held in confidence. Should access to these records and information be required by the student, disclosure can be granted upon written application.

The statistical information collected on your enrolment form will be used at a state and national level to enable the accurate, reliable, and consistent measurement of activity in the Vocational Education and Training sector. Strict privacy and confidentiality precautions are taken by the relevant Training Authorities and NCVER to ensure no collected data can be associated with an individual.

We are committed to protecting your privacy. It is our policy to protect your personal information and ensure confidentiality.

How we collect information

The personal details we collect include information required for your enrolment into a training program of choice, these details are sourced from the enrolment form. Details are also collected which relate to your progress through a training program or Recognition of Prior Learning application. These details are

primarily obtained from you to fulfil unit requirements but may also include second and third-party contributions related to the training program requirements.

How we store your information

All your personal details are stored electronically in a secure database and physically in a secure location on our premises. Access to this database is controlled and limited to employees who manage enrolments, results, certification, accounts, training, and assessment. BAA takes responsibility for the storage and maintenance of your information and records seriously. BAA stores records in line with different contractual arrangements. BAA ensures the integrity of these records by the implementation of security measures.

All records are stored in line with the Privacy Act 1988 (Cth) and the Privacy Amendment (Enhancing privacy Protection) Act 2012 (Cth).

Ensuring accuracy of information

We make every effort to keep student and client details accurate and up to date. Information is immediately updated if errors or changes are brought to our attention, which is why we recommend that you:

- let us know straight away if you find errors in your personal information
- keep us informed of changes to such personal information as your name, address or telephone numbers or any anomalies in enrolment

Disclosure and protection of information

No personal information is taken off-site or otherwise disclosed to a third party except as required to report statistical and program progression information, i.e., completion details of training programs for apprentices/trainees. In such cases, information is protected by confidentiality principles practiced by government authorities.

BAA will only disclose information to a third party if you have provided us with written authorisation to do so.

Accessing your personal information

It is your legal right to know exactly what personal information and training program records we hold. Client information is available at all times either over the telephone or in writing. To protect the privacy of clients, our employee will confirm personal details before providing any information over the telephone.

Please see our Privacy Policy for further information located on our website: [Privacy Policy](#)

BAA Commitment to Equity

Builders Academy Australia (BAA) is committed to providing a fair, inclusive and respectful training environment. We promote access and equity for all students and aim to remove barriers that may impact participation in training.

Students are treated fairly and without discrimination based on personal characteristics such as gender, age, disability, cultural background, religion, or sexual orientation. BAA supports diversity and provides reasonable adjustments where required to assist students to participate in training and assessment.

BAA maintains a learning environment that is safe, respectful and free from discrimination, harassment and bullying. Concerns relating to unfair treatment may be raised through the complaints and appeals process.

Please see our Fair Treatment and Equal Opportunity Policy located on our website: [Fair Treatment & Equal Opportunity Policy](#)

Consumer Protection

Australian Consumer Law

BAA maintains compliance with the national *Competition and Consumer Act 2010* and associated *Australian Consumer Law (ACL)* requirements as specified in the Act and enacted in various state legislation across Australia. The ACL protects clients and ensures fair trading in Australia. Under the ACL clients have the same protections, and businesses have the same obligations and responsibilities, across Australia.

BAA has implemented a *Consumer Protection Policy* and aligned *Consumer Protection Strategy* to protect the needs and interests of all clients. A designated *Consumer Protection Officer* has also been implemented:

National Quality Assurance and Compliance Manager

Email: enquiries@buildersacademy.com.au

Phone: 1300 534 363

Level 4, 222 Bourke Street, Melbourne VIC 3000

Consumer Protection Strategy

BAA Obligations - BAA ensures it:

- Provides the training and support necessary to allow students to achieve competency;
- Provides a quality training and assessment experience for all students;
- Provides a clear and accessible feedback and consumer protection system, including a designated and identified consumer protection officer;
- Maintains procedures for protecting consumers' personal information
- Has established, documented and accessible consumer feedback and complaints handling policies and procedures; and
- Provides clients with details of these pathways for resolving or escalating complaints.

Clients' Rights and Obligations

BAA clients have the right to:

- Expect that the quality of your training meets the standards, regulations and requirement set down by the Australian Skills Quality Authority (ASQA) and relevant government subsidy body (where applicable);
- Be informed about the collection of personal information and be able to review and correct that information; and
- Access BAA's consumer protection complaints process.

Clients' obligations include:

- Providing accurate information to BAA; and
- Behaving in a responsible and ethical manner.

Consumer Protection Complaints

If an individual feel that BAA or one of its third-party representatives has breached its obligations in the undertaking of marketing and sales activities, they may raise a complaint. We encourage individuals to discuss the situation with their BAA representative in the first instance, before making a complaint.

Please see our consumer protection policy on our website: [Consumer Protection Policy](#)

Complaints and Appeals

BAA is committed to providing the highest quality training services and to ensuring that all students and clients have a positive experience when dealing with us. However, we recognise that there may be times that we do not live up to your expectations.

We view grievances and complaints as an opportunity to review continuous improvement opportunities. BAA has mechanisms in place to ensure that it reviews all complaints and grievances formally lodged.

BAA will address any and all complaints in a fair, constructive and timely manner.

Please see our Grievances, complaints and appeals policy located on our website: [Grievance, Complaints & Appeals Policy](#)

Pre-Enrolment Information

BAA ensures that students and employers (where applicable) are fully informed prior to enrolment by providing general course specific information.

Students who contact BAA directly or via our website will discuss with a BAA Representative the following information:

- The course code, title, and currency
- Course outline
- Proposed units
- The modes of delivery
- Commitment by student (including study time outside of class)
- Timeframe for completion
- Funding eligibility (and implications on future funding entitlements)
- Costs and payment options (including census dates for VSL)
- Recognition of existing skills (Recognition of Prior Learning and / or Credit Transfers)
- Where and how training and assessment will be undertaken
- The duration of course and number of classes per week
- A broad overview of assessment methods used
- Student requirements (e.g., Prior qualifications held, materials, tools, Personal Protective Equipment requirements etc)
- Entry requirements (including language, literacy, and numeracy; prior qualifications / courses / units required, age, physical health requirements etc)
- Support services available (if required)
- Course suitability for the student
- Fees, charges, and refund information
- That BAA will issue a Certificate and Record of Results upon successful completion of a qualification, or a Statement of Attainment for short courses or where a withdraws and has successfully completed one or more units
- BAA procedures and processes

Student advice and selection

Student entry procedure

On application for enrolment, BAA ensures that all students are able to seek admission to a course program *on the same basis*. Where students have particular needs, these are discussed in open consultation with the student, and where appropriate, reasonable adjustments will be made in order to facilitate the student's enrolment.

BAA provides high quality course services, including training and assessment that is suitable and appropriate for each student.

To maximise the chance of students successfully completing their training, BAA:

- Identifies any support individual students need prior to their enrolment; and
- Provides access to that support throughout their training.

BAA focuses on supporting a prospective student to understand how their options may affect their future and, ultimately, helping them to choose the right training. This includes being prepared to suggest, in some instances, that none of its offerings are right for an individual. Where this is the case, BAA refers prospective students to relevant government websites in their jurisdiction as a good place to start to determine more suitable course options.

Academically Suitable and Appropriate Training

BAA has implemented this student entry procedure to ensure that you as a student are confirmed to be academically suited to undertake the particular course that you wish to study and to also ensure that the course is appropriate to your future needs.

To ensure that training is suitable and appropriate for each individual student, BAA's student application and enrolment processes include the requirements that:

1. The student satisfies minimum academic admission requirements; and
2. The student satisfies any other specified entry requirements for the particular VET course of study; and
3. BAA reasonably believes that the student is academically suited to undertake the VET course of study.

As part of this process, all students complete a Language, Literacy, Numeracy and Digital (LLND) assessment prior to enrolment being accepted. This assessment helps determine whether the student has the skills required to successfully complete the course or whether additional support or reasonable adjustment is required.

Recognition of Prior Learning (RPL) and Credit Transfer (CT)

BAA offers all students a skill assessment through the recognition of prior learning and current competencies. BAA is committed to providing up to date and relevant information regarding Recognition of Prior Learning (RPL) and Credit Transfer (CT) to all students prior to enrolment and whilst enrolled with BAA.

BAA actively promotes RPL and will conduct RPL assessment in accordance with the principles of assessment and the rules of evidence. BAA has qualified RPL Assessors who are responsible for a fair, equitable and consistent RPL process.

Please see our RPL and Credit Transfer Policy for further information located on our website: [Student RPL and CT Policy](#)

Student Identification Requirements

BAA requires student identification to be confirmed and verified identification evidence to be retained on file on admission to any nationally recognised course program. This may include:

- Evidence of student identity (drivers licence and Medicare card)
- Evidence of student eligibility to participate (for example, citizenship)
- Evidence of pre-requisites being met (for example, previous qualifications/study)

Student Enrolment Information

All prospective students must complete and provide relevant enrolment information and personal data as a part of their enrolment application. This includes relevant AVETMISS data collection information and relevant student identifiers including the USI.

The Enrolment Application Form is signed by the student as a part of the enrolment process, to confirm that the information being provided is a true and accurate record relating to their individual situation. This confirms the application process but does not constitute formal acceptance of the student's enrolment into the course.

Unique Student Identifier (USI)

From 1 January 2015 students enrolling in nationally recognised vocational education and training in Australia need a Unique Student Identifier (USI).

The USI gives students access to their online USI account which is made up of ten numbers and letters. The USI account will link students to their training records and results which are held in the national training collection. Students will be able to access their records online, download them and share them with future training organisations electronically.

With the student's permission, BAA will be able to see their students' entire nationally recognised training record with records collected post 2015. BAA will find it easier to assess prerequisites and credit transfers and assess students' eligibility for government funded training places. Further information is available from www.usi.gov.au

Please see our Student USI Policy for further information located on our website: [Student USI Policy](#)

Non-Acceptance of Enrolment Application

Should a prospective student not be accepted into the course program they have applied for, the individual will be provided with formal notice of this non-acceptance:

- In writing;
- With reasons provided for this non-acceptance;
- With any alternate options or actions recommended by BAA; and
- With relevant information on how the prospective student may raise a complaint or seek to have the decision reviewed.

Student Support Services

BAA is committed to protecting and promoting the welfare of our students. BAA recognises that individual students have individual needs, and some may need additional support. BAA is committed to giving every student an opportunity to successfully complete their chosen course and recognises that our students come from a diverse range of backgrounds and have a diverse range of work and life experiences.

Student welfare and support aspects includes, but is not limited to:

1. Academic support
2. Non-academic support
3. Providing additional support to students who may have special needs (i.e., Students with specific health issues, students with disabilities and students needing support with Language Literacy and Numeracy)

Students Needs

Support is provided to students as part of the enrolment process and throughout the duration of their studies.

As part of the enrolment process, BAA determines the amount of training it will provide to each student with regard to:

- The existing skills, knowledge, and the experience of the student;
- The mode of delivery; and
- Where a full qualification is not being delivered, the number of units and/or modules being delivered as a proportion of the full qualification.

BAA's individual needs process includes:

- Identifying particular requirements such as literacy, numeracy, English language, or physical capabilities students would need to complete each course;
- Student learning styles and identification of any special learning needs; and
- Developing strategies to make support available where gaps are identified.

BAA provides a range of educational and support services to its students that include, but are not limited to:

- Pre-enrolment materials;
- Study support and study skills programs.
- Language, literacy and numeracy (LLN) programs or referrals to these programs;
- Equipment, resources and/or programs to increase access for students with disabilities and other students in accordance with access and equity;
- Referral to Mediation Services;
- Flexible scheduling and delivery of training and assessment;
- Referral to Counselling Services;
- Information and communications technology (ICT) support;
- Learning materials in alternative formats, for example, in large print;
- Learning and assessment programs contextualised to the workplace for Apprenticeship & Traineeship Programs; and
- Any other services that BAA considers necessary to support students to achieve competency.

As part of our Study support and study skills program, BAA schedules 'support classes' where students can book a one-on-one time with a trainer to catch up on topics or assessment, they may require assistance with. These classes are run on an evening and during Saturday at different locations across Melbourne.

Support services are made available either directly or via arrangements with a third party.

Support may include academic assistance, LLND support, digital literacy support, wellbeing support, reasonable adjustment, or referral to external services where required. Support is available from enrolment through to course completion.

Please see our [Student Support and Welfare Policy](#) for further information located on our website: [Student Welfare Policy](#)

Government funding, subsidy, or other support

Where participants would be accessing any government loan or subsidy, Builders Academy Australia provides details of these arrangements. Details include:

- Any costs associated (including interest or similar costs);
- Any debt that will be incurred; and
- Any loss of entitlement from the participant undertaking a course at Builders Academy Australia.

This includes, in the cases of limited entitlement schemes, where participants are only able to access one course or there are restrictions on what courses may be subsidised after completing their study at Builders Academy Australia.

For further information please see details on the BAA website, you can also refer to your enrolment pack or give us a call on 1300 534 363.

As a component of the enrolment process, BAA undertakes an eligibility assessment on particular government subsidy or support initiatives that you may be eligible to access.

Skills First Funding

Skills First is a Victorian State Government initiative to offer the individuals the opportunity to gain access to a subsidised training place to gain a qualification.

Course Advisors will discuss requirements and assess a student's eligibility for Government Subsidised training, at the pre-enrolment stage. If the student meets the eligibility requirements of the funding program, they may also be eligible for a concession or an exemption from the Tuition Fees.

Students eligible for Government Subsidised training, concession, or fee waiver, will need to provide appropriate evidence that meets the specific government requirements, including evidence of receipt of a benefit, pension, or allowance at the time of enrolment.

Note: Funding through the Skills First Program may impact further funding opportunities for eligible individuals. Information about further funding opportunities will be provided by the Course Advisor's prior to the student's enrolment in a course.

Fee Waivers

Subsidised students may be eligible for a waiver of their tuition fees.

BAA will grant a Fee Waiver to students if:

- The student is from the Judy Lazarus Transition Centre (as a prisoner within the meaning of the *Corrections Act 1986*).
- The student is required to do training under a community based order made under the *Children Youth and Families Act 2005 (the CYF Act)*.
- The student self-identifies as being of Aboriginal or Torres Strait Islander Descent.

Fee Concessions

Subsidised students may be eligible for a concession to help reduce the amount of fees they pay.

Subject to some restrictions, students can get a concession on their tuition fees if they:

- hold a current and valid Health Care Card, Pensioner Concession Card, or Veteran's Gold Card
- are the dependent spouse or child of a card holder
- are referred under the Asylum Seeker VET Program.

NB:

- Appropriate evidence of benefit status must be provided before a fee concession is granted.
- Students who are eligible for Fee Concessions will be charged 20% of the full tuition fee and be subject to eligibility testing each time a tuition fee is charged.
- Fee concessions only apply to Certificate IV level or below. Fee concessions are not available for courses at diploma level or above, or when tuition fees are being paid by an Australian Government agency or as part of a Commonwealth program or initiative.

Pre-Apprenticeships

A pre-apprenticeship course is a steppingstone to get into the industry of your choice. Completion of a pre-apprenticeship course will help to:

- Prepare you for the working environment in the selected industry
- Give you some basic skills, or improve your existing skills
- Pave the way for the learning you will get as part of your apprenticeship.

Do I need an employer before commencing a pre-apprenticeship?

You do not need an employer to commence a pre-apprenticeship however undertaking a pre-apprenticeship does provide you with the skills, knowledge and experience that prepares you for an apprenticeship.

Will a pre-apprenticeship guarantee me a job?

A pre-apprenticeship does not guarantee you a job, but it does provide you with the best preparation for a formal apprenticeship by teaching you basic skills associated with your vocation of choice.

Many employers, when deciding who to take on as an apprentice, will give preference to an applicant who has completed a pre-apprenticeship because they are 'work ready'.

Apprenticeships/Traineeships

An Australian apprenticeship or traineeship can be undertaken on a full-time or part-time basis, and it can be used as a valuable steppingstone to a career in an industry you want to work in.

If you are employed as an apprentice or trainee, you will combine work for your employer with structured training organised through BAA using a block release delivery model and receive a nationally recognised qualification which may be subsidised by the Victorian Government. A special feature of apprenticeships and traineeships is that a formal contract of training exists between the employer and the apprentice or trainee, which sets out the responsibilities of each party.

Apprenticeships and traineeships are not just for students leaving school. They are suitable for students of all ages who are interested in jobs that have career prospects in particular industries. As an apprentice or trainee, you will become more employable by holding a qualification that the industry recognises throughout Australia.

Apprenticeships and traineeships may also be a way for existing workers to gain formal recognition for any skills they have attained and to consolidate these skills by undertaking further/supplementary training.

Workplace Training

Workplace training is an integral part to your Apprenticeship/Traineeship.

This model combines on-the- job, work experiences and structured training relevant to the student, employer, and enterprise.

- For those studying under an apprenticeship or traineeship see the workplace as your classroom. The resources you need to develop your skills are found in your colleagues and the equipment and facilities of your workplace.
- You should actively participate in your training by asking questions to help with your training and by practicing what you learn so that you can become competent in the skill.
- Self-manage your training by regularly ensuring you are learning what needs to be learned. Your training plan will help you in this regard.

- Participate in your learning experience by using opportunities such as busy times and special projects to provide you with new and improved skills.
- Use the people in your workplace as well as outside to maximize your learning.
- Be professional and take pride in your work. It will improve your performance and further advance your quest for learning.
- Timeframes set on the training plan must be met.
- Get to know your supervisor and Trainer / Assessor and their roles and responsibilities. They are there to support you and will also seek guidance from you as to what you need. You can meet with your Trainer / Assessor at any time to work on any aspects of your training; this may be at your premises or the RTO premises.

Virtual Classroom Delivery

Our virtual classrooms consist of Trainer-led live sessions facilitated by one of our industry qualified Trainers – it's just like you're in the classroom but from the comfort of your living room!

The virtual classroom environment encourages participant's participation and engagement to share their learning experiences and insights, and to learn from others in the course. Learn in an environment surrounded by like-minded trade professionals who will share in the learning experience and form professional networking relationships.

The live session is facilitated via Zoom. All the live sessions are recorded so participants can go back and watch them again later. While the sessions are recorded, participants are required to attend the sessions as if they were in a classroom-based course.

Participants are required to have their cameras on during the sessions.



Fees and charges

We will confirm in writing the fees that you will be charged before enrolment.

Fees may be paid by the student, employer or other third party.

Tuition Fees

The tuition fee is the base cost of your course and does not include the costs of additional material and incidental fees and costs. Tuition fees vary by course and by state.

Tuition fees will also vary if you are eligible for recognition of existing skills via a Recognition of Prior Learning (RPL) process or are eligible to be granted Credit Transfer for some units.

Tuition fees may be refunded as per BAA's *Fees, Charges and Refund Policy*.

Services Fee

The student Services fees are used to support students experience on campus or online through the provision of Support Classes, Events, Student Services and Resources. The services fee may be refunded as per BAA's *Fees, Charges and Refund Policy*.

RPL Application Fee

There is a non-refundable application fee of \$175 for students applying for RPL.

RPL Assessment Fee

The RPL Assessment Fee may be refunded as per BAA's *Fees, Charges and Refund Policy*. RPL Assessment Fees will not be refunded once the student has submitted their RPL application or if the student's assessment of RPL is not successful.

Materials fee

Material fees cover specific resources that you will need in the course of your study, such as: textbooks, protective clothing, specific tools, and other items relevant to your course that you will purchase from us.

We charge a separate fee for these as you may be able to source these elsewhere, buy them second hand or may already own them. An example of an optional cost is where you request for us provide printed copies of courseware that is made available to you online that you could print yourself.

Material fees do not apply to all courses – if it applies this will be specified to you before enrolling.

Any applicable material fees are listed with our tuition fees our website <https://www.buildersacademy.edu.au/> on the '[Fees](#)' page for each State.

The materials fee is non-refundable once the materials have been issued.

Testamur reissue fee

The reissue of a certificate and record of result or statement of attainment will incur a charge of \$65.

Reassessment fee

If you do not pass a unit, you are entitled to a second attempt at no cost. If you are deemed not yet competent after a minimum of two attempts and wish to continue, BAA will charge you a unit re-enrolment fee to re-attempt the unit that you have not passed, this will be charged a fee for service rate.

Refunds

Refund of fees is granted under specific circumstances where a student has withdrawn from a course. Refer to the Fees and Charges section above which indicates which fees may be refundable.

All students have a "cooling off" period which refers to a period after enrolment / prior to commencement of their course in which fees will be refunded if they choose to cancel/withdraw their enrolment.

Please note that a refund is subject to the following conditions:

- You (the student) phones BAA on 1300 LEGEND and speaks to the student experience team advising of your intention to withdraw within the cooling off period. BAA will complete a refund application form with you over the phone and once your refund has been approved will send you an email with a copy of your completed refund application form.

Refer to the cooling off periods below. The cooling off period relevant to a student's enrolment will be stipulated in the student's Program Services Agreement.

Standard Cooling Off Period

Students have up to two (2) business days prior to their course commencement date to withdraw without penalty and receive a full refund. Any student who withdraws after the cooling off period will forfeit any refund. Any student enrolling less two (2) business days prior to their course commencement date, will forfeit any refund should they choose not to go ahead with their training.

Apprenticeships and Traineeships Cooling Off Period

Apprentices and Trainees have up to two (2) business days prior to their trainer workplace induction to withdraw without penalty and receive a full tuition refund. Any apprentice or Trainee who withdraws after the cooling off period will forfeit any refund. Any apprentice or Trainee enrolling less than two (2) business days prior to their induction date, will forfeit any refund should they choose not to go ahead with their training.

Self-Paced Program Cooling Off Period

Self-paced students have a 7-business day cooling-off period from the date they sign their enrolment agreement to withdraw without penalty and receive a full tuition refund. BAA must be notified via email to enquiries@buildersacademy.com.au of your cancellation from your course.

Course postponement or cancellation

If we postpone a course, you have paid for to an alternative start date you will receive a refund for that course or be offered an opportunity to transfer to the next available course. Please note that any fees paid for units granted under Recognition of Prior Learning (RPL), will not be refunded. If we cancel your course after it has commenced if paid, your co-contribution fee will be refunded.

BAA Closure or no longer approved to offer funded training

If BAA closes or is no longer approved to offer funded training, you will receive a full refund of tuition fees paid for training not yet delivered.

- It is important to note that students will not be refunded fees paid by government funding, their employer or by a third party
- Where no co-contribution fee is paid, no refund is applicable

Please see our [Fees, Charges and Refund Policy](#) for further information located on our website: [Fees, Charges and Refund Policy](#)

Commencement of studies

Once your enrolment documentation has been processed, you will be provided with a proposed training plan outlining any credit transfers that have been granted; any units you have requested consideration for RPL as well as the delivery timeframes for all other units you are required to complete. You must review the training, returned a signed copy in agreement of the proposed plan.

Students who require any particular support are provided with an individual learning plan during the pre-training review process. However, these plans can be implemented at a later time if requested by the student or the trainer.

Once you are enrolled, you will be provided with a proposed training plan outlining the units of competency for your course, the proposed start and end date, assessment methods, any credit transfers that may have been granted and units eligible for consideration for RPL, and the trainer responsible for your training.

Student who are eligible for funding, may also need to sign a funding contract.

If you are eligible for a traineeship or apprenticeship, both your employer and you will need to complete paperwork through an Australian Apprenticeship Support Network. This may be done prior to enrolment.

If you are undertaking workplace-based training, an initial workplace visit, and provisional schedule will be provided. A training plan will also be completed in agreement with timeframes for delivery and assessment with both you the apprentice or trainee and your employer and you will receive a training record book.

All students will undertake a face-to-face induction in the first week of their studies (whether this is face to face or workplace based) which reinforces student expectations, student commitments, student rights and responsibilities, BAA's obligations to the student, that BAA is responsible for the quality of the training, how the student will submit assessments and what to do if they need extension to assessment due dates as well as introducing the trainer and their background.

Your trainer will give you information about:

- WHS and Housekeeping
- About BAA and its history
- Course Information
- Attendance
- Policy, Procedures and Key Documents
- Student Support
- BAA Learning Management System

Attendance

Students are responsible for their own attendance, and you are expected to attend 100% of scheduled classes or workplace training.

BAA understands that there will be times where circumstances which are beyond your control will prevent you from attending training, these may include, but are not limited to:

- Illness or injury
- Personal/family reasons
- Work commitments
- Bereavement

BAA is committed to giving every student an opportunity to successfully complete their chosen course and provides support for individual circumstances when a student begins to disengage from their learning or when regular attendance is not consistent. This policy outlines your attendance requirements and how to notify us if you cannot attend training or a class.

Please see our Student Attendance Policy for further information located on our website: [Student Attendance Policy](#)

Assessment

Student assessment is a vital part of the learning process. Assessment is the process whereby student learning outcomes are determined; feedback is given to students on their progress and a final result grade is awarded.

It is the responsibility of students to:

- Engage actively in the learning process and participate according to unit and assessment requirements;
- Complete assessment tasks diligently and honestly to provide evidence of learning achievements in a unit;
- Meet assessment requirements as specified in the unit outline, including submission of work by the due date; and
- Discuss any concerns they have regarding their progress in coursework and assessment as early as possible with relevant trainers and / or a Training Manager. If you are experiencing a welfare issue, then you may be referred to Student Welfare.

Please note that if your course is partially or fully subsidised by state, territory, or federal funding, that you are obliged to maintain appropriate progress as part of your eligibility to receive this funding.

Competency is built over time; as such you will be assessed at various points as you gain knowledge and master skills. Each assessment task is reviewed by a BAA Trainer / Assessor and an outcome of Satisfactory/Not Yet Satisfactory is determined for each completed assessment task.

To demonstrate competency in a Unit, you must satisfactorily meet the requirements for all assessment tasks and be deemed competent at the completion of assessment. For students who are deemed not yet satisfactory in the assessments tasks of a unit you will have the ability to complete the assessment again.

Final assessments submission

You will have an additional 12 weeks beyond the end of your scheduled classes to allow for the completion of outstanding assessments. To maintain access to BAA Systems you must be actively engaged in the completion of any outstanding assessments. This engagement must include at least one of the following:

- LMS login
- Contact with a BAA Trainer, include a signed Student Contact Record
- Assessment Submission via the LMS
- Progress towards an Assessment Submission via the LMS – at a minimum this must include the completion of elements of an assessment

Failure to meet the minimum engagement required will see you progress towards withdrawal from training and all access to BAA systems will be removed.

Students may extend their final assessment submission for an additional 12 weeks at the cost of \$500. However, students will still be required to be actively engaged in the completion of any outstanding assessments through the engagement methods listed above.

An extension beyond this timeframe may be considered by BAA on request from you or if it becomes clear to BAA that you are at risk of not completing or submitting all outstanding assessments prior to the end of your scheduled classes. BAA and/or you must either provide supporting reasons for the request or you must have actively engaged in the progression of any outstanding assessments within 30 days prior to the extension request. Should you request an extension to the timeframe for the submission of your final assessments beyond 12 weeks from the completion of scheduled classes, BAA reserves the right to apply an administration fee payable by you prior to any extension being granted.

“What happens if I am deemed ‘Not Yet Competent’?”

BAA provides end-to-end learning and assessment support to students. After 2 coaching and reassessment attempts, if you are still unable to demonstrate competency, we may recommend that you re-enrol in that unit(s) and take part in the delivery and assessment of the unit again.

In the VET sector, or competency-based training like the course that you are enrolling into, there is no pass or fail. Put simply:

- a) You are deemed “competent” when you have met all the requirements for a unit of competency or
- b) You are seen to be “not yet competent” as you have not been deemed “satisfactory” in one or more assessment tasks, hence more evidence needs to be provided, and can be continued to be provided, until you have met all the requirements to be seen as competent, based on the parameters given to us.

It is important to us that you understand there is no ‘fail’ in our industry. There are no exams or ‘just one shot’ at it. It is a partnership where together, through coaching from us and effort on your part to demonstrate you have gained the skills and knowledge – a certificate is not far away.

If you have any difficulty understanding an assessment speak to your trainer or call student services on 1300 534 363. BAA has a number of assessment support options available to assist you.

Please see our Student Assessment Submission Policy for further information located on our website: [Student Assessment Submission Policy](#)

Communication Outside Official Channels

At BAA, we understand that students and trainers may choose to communicate via personal platforms such as WhatsApp for convenience. However, please be advised that such communication is not regulated by BAA and does not fall under the protection of our official policies, including our Privacy Policy. Any information shared on these platforms is at the discretion of the student and is not monitored or endorsed by BAA. We strongly encourage students to use the official communication channels provided by BAA for academic and administrative purposes to ensure privacy, security, and proper record-keeping.

Classroom and Training Expectations

To support a safe and productive learning environment, students are also expected to follow these day-to-day classroom and workshop practices:

- Be punctual and attend scheduled training sessions
- Follow trainer instructions and participate in learning activities
- Refrain from using mobile phones in training sessions unless permitted by the trainer
- Refrain from excessive or offensive language
- Observe normal safety practices, including wearing approved clothing and personal protective equipment where required

- Refrain from smoking in BAA buildings or outside designated smoking areas
- Return BAA equipment or materials when required
- Submit assessment tasks by the due date or seek approval for an extension

These expectations support the Student Code of Conduct and help ensure a safe and respectful training environment for everyone.

Student Code of Conduct

Builders Academy Australia (BAA) is committed to providing a safe, respectful and productive learning environment for all students, staff and stakeholders.

While participating in training and assessment with BAA, students are expected to:

- Treat staff, trainers, assessors and other students with respect and fairness
- Follow lawful and reasonable directions given by BAA personnel
- Participate actively in training and assessment activities
- Maintain academic integrity and ensure all submitted work is their own
- Follow workplace health and safety requirements and act in a safe manner
- Use BAA facilities, equipment, learning materials and systems responsibly
- Behave appropriately in classrooms, workplaces and online learning environments
- Comply with all BAA policies, procedures and course requirements
- Students are also expected to comply with all BAA policies relating to respectful behaviour, inclusion and safety in all training environments.

Students must not engage in behaviour that disrupts training, threatens safety or undermines the integrity of training and assessment. This includes, but is not limited to:

- Harassment, bullying or discrimination
- Racist, offensive or threatening behaviour
- Misuse of BAA systems, learning platforms or facilities
- Plagiarism, cheating or collusion in assessments
- Submitting or sharing inappropriate, offensive or illegal material through BAA systems
- Attending training while under the influence of alcohol or drugs

Consequences of Breaching this Policy – Disciplinary Action

Students who breach the Code of Conduct may be subject to disciplinary action.

BAA will consider the nature, severity and circumstances of the behaviour when determining an appropriate outcome. Depending on the seriousness of the behaviour, disciplinary action may include:

- Verbal warning
- Written warning
- Removal from a training session
- Suspension from training
- Withdrawal from the course
- Referral to external authorities where required

Where a serious breach occurs, BAA may withdraw a student from their course in accordance with the Cancellation, Withdrawal and Deferral Policy.

Serious Misconduct

Serious misconduct may result in immediate disciplinary action. In serious situations, BAA may temporarily suspend a student from training activities while an investigation is undertaken. During this period, access to BAA training sessions, facilities or systems may also be restricted.

Where a serious breach occurs, BAA may withdraw a student from their course in accordance with the Cancellation, Withdrawal and Deferral Policy.

Students who believe disciplinary action has been applied unfairly have the right to access the Grievances, Complaints and Appeals Policy.

Please see our Student Code of Conduct for further information located on our website: [Student Code of Conduct](#)

Access to Learning Materials

Builders Academy Australia provides access to learning materials through a secure system to support an efficient learning experience.

Access to materials is controlled to optimise resource delivery, support collaboration within a controlled environment, and protect the integrity and quality of BAA learning resources.

Students may also be provided with additional resources to support their learning.

These materials are provided for individual learning use only and must not be copied, shared or distributed without permission.

Please see our Enhanced Access – Empowering Builders Academy Students for Success Policy for further information located on our website: [Enhanced Access – Empowering Builders Academy Students for Success Policy](#)

Plagiarism and collusion

Plagiarism occurs when a student passes off as the student's own work, or copies without acknowledgement as to its authorship, the work of any other person. Collusion occurs when a student obtains the agreement of another person for a fraudulent purpose with the intent of obtaining an advantage in submitting an assignment or other work.

Students are required to complete a declaration when submitting assignments that certifies the work is entirely their own except where quoted or acknowledged in the text. If plagiarism is detected the consequence may be failure in the unit of competency or withdrawal/cancellation from the course/program.

Students must ensure that any use of Artificial Intelligence (AI) tools is appropriate and transparent. AI may be used to support learning; however, submitting AI-generated content as original work without acknowledgement may be considered academic misconduct.

Surveys

BAA strives to provide a high quality, flexible training service. Gaining feedback is extremely valuable in assisting BAA to achieve and maintain this goal. It is, therefore, our intention to regularly collect and analyse stakeholder and client feedback and satisfaction data on the services we provide.

To assist BAA in providing an ongoing, efficient service, students and employers may be asked to complete a survey at various stages of the training program. The results of these surveys are used to provide valuable feedback on the services we provide. They assist BAA in meeting a range of quality standards that we aim for, and which are required of Registered Training Organisations.

Your feedback, obtained through the completion of such surveys, further helps us to improve our level of service and maximize the opportunities and benefits our students can enjoy.

Results and comments made within surveys may also be used in marketing material produced by or on behalf of BAA. Where this occurs, consent is sought prior to use and a signed agreement is used to document the consent process.

NCVER Surveys

There is also a possibility you will receive a survey by the National Centre for Vocational Education and Research (NCVER) which collects data to enable the accurate, reliable, and consistent measurement of activity in the Vocational Education and Training sector. The NCVER may also invite you to participate in a Department endorsed project or you may be contacted the Department (or authorised persons) for audit purposes.

State and Federal Government Surveys

You may also be selected to complete an annual government survey issued either via a state or federal Government Body.

Continuous Improvement

BAA collect feedback from employers, students, Facilitators/Assessors, and other employee members on a systematic and regular basis. We are committed to continuous improvement, seeking to enhance our services the best we can to meet collective expectations.

Cancellations, Withdrawals and Deferrals

BAA recognises that sometime circumstances can reduce a student's capacity to complete their course, therefore students may withdraw. If this is done prior to commencement, it is considered a cancellation.

BAA also recognises that there may also be times where students would like to defer their training due to personal reasons. BAA will make reasonable efforts to assist students in completing their studies but will also assist those students who would like to discontinue their studies.

Students who wish to cancel, withdraw, or defer from a course must do so either by:

- Phone: 1300 534 363
- Email: enquiries@buildersacademy.com.au
- Advising BAA when staff contact the student

If the reason for withdrawal is due to the performance of BAA or BAA believes that extra support can be provided to the student, then BAA employee will make reasonable efforts to address the concerns of the student in order to assist them in completing their studies.

Students are also required to contact their Australian Apprenticeship Support Network (AASN) and advise of their cancellation date and complete any necessary forms with their employer if they are an apprentice or trainee.

BAA may also withdraw students in some circumstances such as:

- Student misbehaviour resulting in severe breach of BAA's Code of Conduct for Students
- Non-payment of fees
- Ongoing non-submission of assessments
- Lost contact.

Deferrals

Under special circumstances, students may defer their subsidised training for a period of time. BAA will make every effort to assist the student to continue training where possible by implementing strategies to accommodate the student in completing their qualification. Should the student still wish to defer their studies then BAA will advise the student of any fee implications of deferral. If the student does not restart their training, BAA will contact the student and discuss options.

If the student is unable to commit at this time, BAA will withdraw the student, and should they wish to recommence their studies in the future then they will be treated as a new student. Exceptions may apply.

Post Completion Information

Issuing of Qualification Certificates and Statements of Attainment

Qualification Certificates and Statements of Attainment will only be issued if the student has paid all outstanding fees in relation to their training program. This includes tuition and material fees.

We reserve the right to withhold the issuing of formal results relating to the training program undertaken if any accounts remain outstanding.

Obtaining Your Qualification Certificate

Upon the successful completion of your training program and/or apprenticeship/traineeship you will receive a formal qualification certificate. Qualification certificates are issued under the AQF guidelines. No responsibility is taken for certificates discovered missing in the mail where the address of the student is different to the address recorded and where confirmation of the mail dispatch has been established and mail is lost/missing at destination.

Re-Issue of Qualification Certificates and Statements of Attainment

Where a Qualification Certificate or Statement of Attainment is requested to be re-issued a minimum charge of \$65.00 will apply. We suggest that you keep your certificate(s) in a safe place to avoid losing or misplacing them and that you ensure we have your correct address on record for forwarding your certificate(s).

Further enquiries and assistance

If you require further information or assistance with any aspect of your training program, please ask a BAA employee member. They will assist and provide you with information and guidance.

Our Trainers / Assessors are available to provide information and direction to individuals, groups and organisations regarding courses offered through BAA. Our Trainers / Assessors are available to assist you with:

- support in the enrolment process including advice on fees and concessions
- information sessions tailored to individual needs
- pathways to higher education and university

Our Trainers / Assessors are available to all current and prospective students. Groups or individuals who require information sessions on course, details and workplace-based training options should also contact our office for further information.

Sources of further information

- BAA www.buildersacademy.com.au
- Australian Apprenticeship and Traineeship Information Centre www.aatinfo.com.au
- VIC Skills First- <https://www.education.vic.gov.au/skillsfirst/Pages/about.aspx>
- NSW Smart and Skilled <https://smartandskilled.nsw.gov.au/>
- QLD Government Training <https://training.qld.gov.au/training/incentives/userchoice>
- ACT – Skills Canberra <https://www.cmtedd.act.gov.au/skillscanberra>
- Australian Skills Quality Authority (ASQA) <https://www.asqa.gov.au/>

Frequently asked questions

“How can I get the most out of my training?”

- Prepare for each training session and actively participate in all scheduled activities
- Complete all training and assessment requirements including classroom activities and workplace tasks
- Access the student support services made available to you during the classroom session and while completing the assessment at the workplace
- Participate in survey activities and offer constructive feedback regarding the course
- Expect that BAA Trainer / Assessors and other employee members will treat you with respect
- Treat employee members of BAA and your fellow students with courtesy
- Talk to your Trainer or call our office if you experience any difficulties and we will assist you

“What does competency mean?”

Competency is the formally recognised ability to perform a task under specified conditions to a precise standard. Units of competency are national industry approved standards that outline the knowledge and skills necessary for effective performance in the workplace. National Training Packages or accredited course curricula consist of units of competency covering a wide range of topics, for example OHS, technical skills, communications, quality control and many other aspects of a vocation/job.

“How long does it take for me to receive my Statement of Attainment or Certificate?”

We will issue your Statement of Attainment or Certificate within 30 days of being deemed competent. Once we have received all your work as satisfactory from the trainer/s, we perform a check of your documentation to ensure we have sufficient evidence of your competency. At this point we complete your electronic records to reflect the successful completion of your studies.

“What happens to my assessment documentation after I receive my Statement of Attainment or Certificate?”

We keep your assessment documentation in our secure storage for 6 months to 7 years from the date you are deemed competent. Please make copies of your documents before sending them to us, as we will not return the original documentation to you after marking is completed.

“What is the difference between a Statement of Attainment and a Certificate?”

A Statement of Attainment is issued when a student has been deemed competent in 1 or more unit(s) of competency from a qualification. A Certificate is issued when a student has been deemed competent in all units that make up a full qualification.