



# EMPLOYER HANDBOOK

## DISCLAIMER

This Employer Handbook has been developed to inform current and potential Employers of Apprentice/Trainees studying with BAA of the relevant services provided and the rights and responsibilities of parties involved in the Apprentice/Traineeship training program.

Although the information presented in the resource is accurate to the best of their knowledge, BAA cannot guarantee that every statement is without flaw of any kind.

Therefore, BAA disclaim all liability for any errors, or for any loss or other consequences resulting from any individual relying on or acting upon any information in this Employer Handbook.

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## FEEDBACK

BAA welcomes feedback on its Information Booklets and overall course services. If you have any feedback regarding this Employer Handbook, please pass this on to your Trainer/Assessor, workplace supervisor or email directly to [feedback@buildersacademy.com.au](mailto:feedback@buildersacademy.com.au).

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## Welcome to BAA

### About us

Here at BAA, we live and breathe building and construction. We intimately understand the industry and have strong relationships within the building and construction community and the education sector.

Through these established connections, we are able to deliver qualifications that provide real-world skills. Our graduates leave the academy with a stronger network and the confidence to take the next step in their career.

BAA is a learning organisation that offers nationally accredited qualifications for the building and construction industry.

Our qualifications range from pre-Apprentice/Traineeships up to Diploma level and cover trades such as carpentry, plumbing and scaffolding, as well as building and construction management, sales, interior design and work health and safety.

### **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.

### Who studies with us?

We have a wide-ranging student base which includes but is not limited to:

1. Pre-Apprentice/Trainees and Apprentice/Trainees;
2. Tradespeople wanting to start their own business or develop their skills;
3. Non-tradespeople who work within the building and construction industry.

We cater for both individuals wanting to develop their skills and Employers wanting to develop the skills of their staff.

### Why choose us to train your Apprentice/Trainee?

- Your Apprentice/Trainee will be trained by a qualified trainer who has recent and relevant experience in what you will be learning and will be able to give you real world insights.
- We are owned by Australia's fourth largest homebuilder and have strong industry networks.

## Benefits of your Apprentice/Trainee studying with Builders Academy Australia

### Quality

Our Trainers / Assessors develop and maintain trusting and mutually beneficial relationships with you and your Employer by working to ensure all training needs are met. You can count on our Trainers / Assessors to provide the assistance and support that you need to ensure that your Apprentice/Trainee is successful in completing their Apprenticeship/Traineeship.

### Experience

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

### Passion

Our team is passionate about Apprenticeship/Traineeship training. We believe in our delivery model, and it shows through our proactive nature to get the job done. We will work with you and your Apprentice/Trainee to ensure that they receive the highest standard of training and achieve their 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 and your Apprentice/Trainee throughout their Training Program. Our extensive range of student and Employer support services ensure that all Apprentice/Trainees and their Employers are provided with the highest level of support and assistance throughout the duration of their Apprenticeship/Traineeship.

## Builders Academy Australia Commitment to Equity

Builders Academy Australia (BAA) is committed to providing a fair, inclusive and respectful training environment for all students, employers and stakeholders.

We promote access and equity and ensure that all individuals are treated fairly and without discrimination based on characteristics such as gender, age, disability, cultural background, religion, or sexual orientation.

BAA supports diversity and inclusion and aims to remove barriers that may impact participation in training. Reasonable adjustments and support services are provided where required to assist students to successfully engage in training and assessment.

Concerns relating to discrimination, harassment or unfair treatment may be raised through the complaints and appeals process.

If you believe you or your Apprentice/Trainee have been treated unfairly by a Builders Academy Australia representative, please contact BAA Student Support Services:

[apprenticeships@buildersacademy.com.au](mailto:apprenticeships@buildersacademy.com.au)

## Cultural Safety, Diversity and Inclusion

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

Employers play an important role in supporting inclusive and respectful workplace environments for Apprentice/Trainees. Any concerns relating to cultural safety or inclusion can be raised with BAA for support and resolution.

## Role of the Employer

As the Employer, you have a legislative obligation to:

- a. arrange for their Apprentice/Trainee to be enrolled with a Registered Training Organisation; and
- b. have a Training Plan signed within three months of the date of commencement of the Training Contract.

As the Employer of an Apprentice/Trainee, you will work with the nominated BAA Trainer / Assessor to develop and implement the Training Plan. Your role is to support your Apprentice/Trainee to develop the skills and knowledge required to be competent in all units contained in the Training Plan.

You are also agreeing to provide on-job training, supervision, and hands-on experience in the workplace. Either you or another staff member needs to be nominated as a Workplace Coach/Supervisor to mentor and guide your Apprentice/Trainee through their studies.

You or your nominated Workplace Coach/Supervisor will be required to provide feedback to the BAA Trainer / Assessor about your Apprentice/Trainee's competence and sign-off on the workplace logbook records and training plan as your Apprentice/Trainee progresses through the qualification.

Under the Training Agreement with BAA, as an Employer, you have the following responsibilities:

- Provide a Workplace Supervisor who has responsibility to ensure your Apprentice/Trainee completes the structured on the job training.
- Release your Apprentice/Trainee to participate in structured training and/or assessment for a minimum of 3 hours per week. This is referred to as withdrawal from routine work duties.
- Allow the BAA Trainer / Assessor access to the Apprentice/Trainee for on-the-job training or assessment.
- Work in conjunction with the BAA Trainer / Assessor by informing them of when the Apprentice/Trainee will be attempting specialist skills/tasks.
- Provide the BAA Trainer / Assessor with information about the structured on the job training undertaken by signing and dating your Apprentice/Trainee's completed Logbook and completing, signing, and dating the Supervisor Report for each Unit of Competency – this will be done through ReadySkills.

Under the Training Contract you signed with your Australian Apprenticeship Support Network (AASN) you have an obligation to release your Apprentice/Trainee to attend structured training activities - theory and practical training assessment for a minimum of 3 hours per week (1 hour per week for SBAT and HSAT Apprentices/Trainees). This may occur either through a scheduled block release program or through workplace-based training and assessment. This is referred to as withdrawal from routine work duties.

There are times when for one reason or another, your Apprentice/Trainee will not be able to attend a scheduled off-site training session. In these cases, it is expected that they will be released to attend the next available session. However, where there is a pattern of non-attendance due to you not releasing your Apprentice/Trainee, BAA will:

1. Make every attempt to contact you to discuss and resolve the issue.
2. Send a written notification requesting you to contact us to resolve the issue.
3. If there is no response to our written notification, BAA will advise the Administration Team who will investigate the issue.
4. The last resort will be to report the non-compliance to the VRQA.

## General Enrolment Information

BAA offers a range of study and delivery modes to suit various pathways. Your Apprentice/Trainee can enrol with BAA under a fee for service arrangement or alternatively if eligible they can enrol with BAA under the Skills First Program as an Apprentice/Traineeship arrangement with you as the Employer. This handbook contains general information for all students and specific information relevant to subsidised training under the Skills First Program should your Apprentice/Trainee study under these arrangements.

### Pre-Enrolment Information

#### **Apprentice/Traineeship Based Students**

Where Employers are wishing to enrol students, BAA will meet face-to-face or hold a phone conversation with the Employer to outline the services that we provide, the courses that may be relevant and the expectations of the Employer.

Once the Employer makes the decision that he or she wishes to enrol their students, a BAA representative will schedule an appointment and meet face-to-face with the Employer representative and prospective students.

The BAA representative will discuss:

1. The course code, title, and currency
2. Course outline
3. Proposed units
4. The modes of delivery
5. Commitment required by both student and Employer (time, effort, and workplace visits)
6. Timeframe for completion
7. Costs and funding eligibility (and implications on future funding entitlements)
8. Recognition of existing skills (Recognition of Prior Learning and / or Credit Transfers)
9. Where training and assessment will be undertaken
10. A broad overview of assessment methods used
11. Student requirements (e.g., Prior qualifications held, materials, tools, Personal Protective Equipment requirements etc)
12. Employer requirements (tools, equipment, types of activities, supervisory requirements etc)
13. Entry requirements (including language, literacy, and numeracy; prior qualifications / courses / units required, age, physical health requirements etc)
14. Support services available (if required)
15. Course suitability for the student
16. 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 student withdraws and has successfully completed one or more units
17. That BAA is responsible for the quality of the training and assessment

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

### 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 commencing in 2015. BAA will find it easier to assess prerequisites and credit transfers and assess students' eligibility for government funded training places.

### Skills First Program

The Skills First Program is an entitlement to a government subsidised place in recognised training that can be accessed at any time, and it will continue to be available for training for any Victorian citizen, subject to meeting eligibility criteria.

#### **Eligibility, Selection, Enrolment, and Induction**

Prior to undertaking a subsidised program under the Skills First Program with BAA the student must meet certain eligibility criteria.

At enrolment, the student will be required to present original documents confirming their eligibility for a subsidised training place and will need to complete the Evidence of Eligibility and Student Declaration forms contained within the BAA enrolment form.

#### **Eligibility**

Eligibility for access to government subsidised places will depend on any commenced or scheduled to commence qualifications within the year of enrolment. There are also citizenship/residency criteria to eligibility. Additional eligibility requirements surround the Apprentice/Traineeship and traineeship program.

Students enrolling into a course of study covered by the Skills First Program must understand that their enrolment may impact access to further Government subsidised training. Further information on eligibility criteria is available from BAA. Check either the enrolment pack or contact BAA directly for more information.

## Training Plans

Provisional Training Plans are developed after initial discussions with the BAA trainer, Employer, and the Apprentice/Trainee. Training Plans are then prepared for distribution to the Employer, Apprentice/Trainee, and the designated BAA Trainer/Assessor for consideration.

After consultation with the designated Trainer/Assessor and the Employer, if required, revised training plans will be prepared and distributed to the Employer, Apprentice/Trainee, and the designated BAA Trainer/Assessor. All Training Plans will be signed by all parties and are available as a live document in ReadySkills.

Employers can monitor the progress of their Apprentice/Trainee against the units of competency required to achieve the qualification by viewing the Apprentice/Trainee's training plan live at any time on ReadySkills. Employers may also use ReadySkills for information on tasks/activities their Apprentice/Trainee may require further experience in to complete their units of competency.

## Apprentice/Traineeships

An Australian Apprentice/Traineeship can be undertaken on a full time or part time basis and can be used as a valuable mechanism for ensuring the skills of employees meet industry standards. Current Secondary School students can also commence an Australian Apprentice/Traineeship via their School's Head Start or School Based Apprentice/Traineeship Program.

If you employ an Apprentice/Trainee, they will combine work for you with structured off-the-job training organised through BAA using a workplace-based delivery model and receive a nationally recognised qualification which may be subsidised by the Victorian Government. A special feature of Apprentice/Traineeships and traineeships is that a formal contract of training exists between the Employer and the Apprentice/Trainee, which sets out the responsibilities of the Employer and the Apprentice/Trainee.

Apprentice/Traineeships and traineeships are not just for students leaving school. They are suitable for Victorians of all ages who are interested in jobs that have career prospects in particular industries.

Apprentice/Traineeships 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 off-the job training.

More information on Australian Apprentice/Traineeships and traineeships is available by contacting BAA on 1300 LEGEND.

## Applying for an extension to a Training Contract

If an Apprentice/Trainee is currently undertaking an Apprentice/Traineeship and believe that they will be unable to complete the Structured Training by the nominal completion date of the Training Contract, an application for an extension to the term of the Training Contract must be made. This application should be lodged via the relevant Australian Apprentice/Traineeship Support Network (AASN).

## Secondary School Students Undertaking an Apprenticeship / Traineeship

A School Based Apprenticeship or Traineeship (SBAT) offers school students the option of combining their senior secondary education with part-time employment and skills training via an RTO.

An HSAT is an Apprenticeship or Traineeship undertaken by a student who is enrolled in VCE or VCAL, in a program listed on the HSAT list and through a HSAT school. A HSAT is only available to students seeking employment in apprenticeships or traineeships that have been selected for Head Start. Local Head Start Clusters will select a small number of qualifications from the list to suit local employment skills needs.

School Based Apprenticeship or Traineeship (SBATs) and HSAT are arranged by a number of parties, including the student and their parent/guardian, the employer, BAA, the school (Head Start Coordinator for HSAT), and the Apprenticeship Network Provider (ANP).

These programs are delivered by BAA with a ‘workplace based’ training model with the same requirements to have workplace visits and withdrawal from training however the hours required differ as detailed in the following sections.

School Based and Head Start Apprentices and Trainees must undertake a minimum of 13 hours of paid employment a week. The 13 hours per week of employment may be averaged over three periods of four months in the year.

The vocational training components of SBATs/HSATs may also contribute credit towards a Senior Secondary Certificate. BAA provide unit of competency results to the student’s School.

## Apprentice/Traineeship Based Training

### Training with Builders Academy Australia

Training with a Registered Training Organisation (RTO) such as BAA is an integral part of ensuring your employee gains a nationally recognised qualification. BAA uses a workplace-based training model to deliver training where a traineeship/Apprentice/Traineeship arrangement is selected. This model combines on-the-job, work experiences and structured training relevant to the student, Employer, and enterprise. The workplace training model may also be selected for students not undertaking a formal Apprentice/Traineeship program, but who are still actively supported by their Employer during the course of their study.

The knowledge and skills gained through undertaking this workplace training model underpins what is learnt at your workplace and the applied approach rounds off the training. This is primarily achieved by you, your employee and the BAA Trainer / Assessor developing and following a training plan which measures and records the student's competency achievement and progress of their qualification.

### What you need to know about Training

- See the workplace as a classroom. The resources needed to develop skills are found in colleagues and the equipment and facilities of the workplace.
- A student should actively participate in training by asking questions to help with their training and by practicing what they learn so that they can become competent in the skill.
- A student needs to self-manage their training by regularly ensuring they are learning what needs to be learned. The training plan will help in this regard.
- A student must participate in their learning experience by using opportunities such as busy times and special projects to provide them with new and improved skills.
- People within and outside the workplace should be made available to the student to maximise their learning opportunity.
- Professionalism and pride in their work should be practiced by students. It will improve their job performance and further advance their quest for learning.
- The learning that occurs on the job that is related to the training program should be documented and recorded.
- Timeframes set on the training plan must be met.
- Students must get to know their supervisor and Trainer / Assessor and their roles and responsibilities. Their role is to support the student and also to seek guidance from the student as to what they need. They can meet with the Trainer / Assessor at any time to work on any aspects of their training, as can you if you have any queries or concerns.

## Service Standards

To ensure the ongoing quality service to you and your Employer, BAA will:

- Commence the training process within three (3) months of your Apprentice/Trainee commencing their Apprentice/Trainee Training Contract and within one (1) month of signing the Training Plan.
- Conduct a Language, Literacy and Numeracy Assessment and determine the levels of your Apprentice/Trainee's LLN skills according to the guidelines in the Australian Core Skills Framework (ASCF). If needs are identified, your Apprentice/Trainee will be provided support. See the Language, Literacy and Numeracy section within Student Support.
- Monthly, or during scheduled block release sessions, BAA will conduct a variety of the following:
  - Conduct site-visits
  - Monitor progress
  - Review Logbooks
  - Conduct assessments
  - Plan future training and assessment activities
  - Update Training Plans.
- Notify you and your Apprentice/Trainee of upcoming onsite visits (date and time).
- Conduct a hazard assessment of the assessment venue prior to each assessment session, rectify any minor issues, notify the Training Manager immediately of any major issues and re-schedule the session as directed by the Training Manager.
- Provide course materials (Unit Guides, Logbooks, and Supervisor Reports) on the day of commencing each unit.
- Undertake site visits as required to conduct training and assessments to ensure your Apprentice/Trainee is progressing according to their Training Plan.
- Provide training and assessment in accordance with Australian Quality Training Framework standards.
- Provide your Apprentice/Trainee timely feedback regarding their assessments and notifying them of Satisfactory/Not Satisfactory outcomes.
- Return you and your Apprentice/Trainee's phone calls, texts and/or emails promptly, and provide guidance and direction regarding training and assessment between site visits.
- In the event your Apprentice/Trainee is unable to complete the training and assessment prior to the nominal completion date, you and your Apprentice/Trainee will be notified. An application for an extension to the terms of the Training Contract must be made via the relevant Australian Apprentice/Traineeship Support Network (AASN).

## Attending Training and Assessment Sessions

All off the job training and assessment sessions are conducted at BAA venues during scheduled times.

You will be provided with details of the assessment venue location and any special conditions prior to attending the assessment.

**BAA expects your Apprentice/Trainees to:**

- Be on time and in a fit and proper state when meeting with their BAA Trainer / Assessor
- If your Apprentice/Trainee is not in a fit and proper state, you will be notified. You will also be notified if your Apprentice/Trainee is late or does not attend scheduled meetings with their BAA Trainer / Assessor
- Dressed in appropriate attire for their scheduled meetings with your BAA Trainer / Assessor; this includes Personal Protective Equipment.
- Actively participate when requested by the Trainer / Assessor.
- Show respect to their Trainer / Assessor.
- Demonstrate respect for others at all times.
- Not cause damage to their learning environment.
- Switch off or silence their mobile phone(s) prior to commencing training and/or assessment. Limit phone use to break times unless urgent.
- Tell their Trainer / Assessor no later than the start of training and/or assessment if they have an appointment during the scheduled meeting.
- Return on time from each break (morning tea, lunch, and afternoon tea).
- Not smoke on BAA premises.
- Comply with the BAA Behaviour Misconduct Policy.
- Follow all emergency procedures and exit plans. When attending training and/or assessment, if they hear an alarm or BAA staff advises them of an emergency, they must leave the building, leave their personal belongings, and go immediately to the Evacuation Point.
  - Do not leave the evacuation point until a BAA Staff member gives them permission to do so.
  - Do not return to the building unless a BAA Staff member confirms it is safe to do so.

Failure to abide by the rules may result in the suspension of your training. This can lead to the cancellation of your Apprentice/Traineeship Contract and withdrawal from your qualification.

### Access to Learning Materials

Builders Academy Australia provides access to learning materials through secure systems to support a consistent and high-quality learning experience.

Access to materials is controlled to protect the integrity, quality and relevance of BAA resources, ensure they are used as intended within training programs, and support a fair and consistent learning experience for all students.

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

## Responsibilities

### Builders Academy Australia

BAA delivers training which leads to a nationally accredited qualification. We negotiate a Training Plan with the Employer and student which confirms the qualification to be delivered, the delivery pathway and the date that training will commence and complete. The Training Plan will be customised to ensure that the competencies that make up the qualification are most relevant to the business in which a student is employed.

In meeting this responsibility, the Trainer / Assessor will ensure that the student is correctly enrolled into their nominated training program by undertaking and processing various reviews, i.e., recognition of prior learning and the assessment of language, literacy, and numeracy competency levels.

The Trainer / Assessor is responsible for the facilitation and management of training and assessment and will assist students in the completion of their training program. They will keep in contact with the student at least once a month (more if required) and will answer all queries and attempt to solve all training related problems within a short space of time.

They will provide pastoral care to students whilst they are undertaking training and will respond promptly to any training concerns the student and/or their Employer/supervisor may have. They will also direct students to appropriate welfare agencies and guidance counsellors as deemed appropriate and in line with BAA policy.

### Students

Students are encouraged to take responsibility for their training by self-managing the training program and becoming actively involved in their training. They must attend pre-arranged meetings with the Trainer / Assessor and prepare for these meetings by completing any work requirements as per the training plan and by taking with them any relevant training materials. As an active participant in their training program, they should:

- **Ask Questions:** questions demonstrate interest and provide the student with further information or confirmation.
- **Practice:** practicing skills can improve performance and maximise success for assessment.
- **Commitment:** committing to a training program is essential. It is the student's responsibility to complete the training program within the training plan's timeframe.
- **Stay on Track:** keep track of dates on the training plan.
- **Complete assessments:** complete assessments as scheduled – if there are problems with any of the questions or understanding what is required the Trainer / Assessor should be kept advised. The Trainer / Assessor will organise to collect the assessments, however if the student falls behind, they may be asked to complete assessments at a faster pace.

## Employer / Workplace Supervisor

**It is very important that this “Employer Handbook” which outlines Employer responsibilities is read and understood.**

The Employer is required to provide the Apprentice/Trainee with support and training time as per the formal training agreement so that training requirements can be met. It is also the Employer’s responsibility to organise a suitable workplace supervisor or supervisors.

It is very important the Employer Information Handbook supplied by BAA which outlines Employer obligations is read and understood. It is also important that Employers and/or supervisors read and understand “A Guide to the Supervision of Apprentice/Trainees”, an additional publication which provides information on how best to actively support trainees and Apprentice/Trainees in their training.

It is important that the Employer and/or nominated supervisor discuss training progress and any related issues regarding the Apprentice/Trainee with the BAA Trainer / Assessor. It is also important they assist in developing the training plan and scheduling of required workplace visits.

The Employer and/or supervisor should regularly discuss training plan progress and work requirements with the Apprentice/Trainee so that they remain informed about their program. Mentoring and/or on-the-job instructions that relate to the training program should be provided and recorded as requested. Attendance at pre-arranged meetings with the BAA Trainer / Assessor and the support of scheduled workplace visits is vital.

The specific responsibilities of the workplace manager/supervisor are to:

- Provide workplace guidance, advice, and support to the Apprentice/Trainee as per their job role, including providing on the job training as required
- Ensure the participant is made available at agreed times for training and assessment activities
- Allow the participant time on the job to complete training and assessment activities
- Provide feedback to the BAA Trainer / Assessor regarding the program on scheduled monitoring visits and/or assessment visits
- Provide feedback to BAA about the training and assessment program when requested

Every Apprentice/Trainee’s/trainee’s manager/supervisor will be provided with “A Guide to the Supervision of Apprentice/Trainees” by the Trainer / Assessor.

For School Based or Head Start Apprentices and Trainees, it is the Employer’s legal obligation to ensure that:

- the student is placed in a safe work and training environment
- is given duties appropriate to the qualification, and
- is supervised by a staff member who is a ‘fit and proper’ person and has the competencies the student is required to develop.

### Additional Responsibilities under Apprentice/Traineeship Arrangements

Trainers / Assessors will provide Apprentice/Trainees and their workplace with a suitable and flexible means and materials to support training in required competencies and provide feedback on any assessment tasks completed.

BAA Trainers / Assessors will regularly liaise with the Employer and/or supervisor to discuss the Apprentice/Trainee’s progress.

In addition, they will complete the requirements associated with government incentives. They will also ensure that all units of competency results are recorded and that the Apprentice/Trainee graduates with a formal certificate upon the successful completion of their training program.

Apprentice/Trainees will have monthly contact with their Trainer / Assessor and be visited by them in the workplace a minimum of four times during the course of the Apprentice/Traineeship program. SBAT/HSAT Apprentice/Trainees will be visited on-site by their Trainer once per month.

### Structured Training Withdrawal (STW) – Withdrawal from routine Work Duties

Where the workplace training model is followed under a Traineeship/Apprentice/Traineeship arrangement, the Victorian Government requires the workplace to provide time withdrawn from normal or routine duties for the purpose of training.

There are set guidelines for the time allocation and this information is presented by the Australian Apprentice/Traineeship Support Network (AASN) performing the sign up. This time allocation is known as Structured Training Withdrawal (STW). BAA is required to monitor the training withdrawal on a monthly basis. The following table details Victorian Government guidelines in regard to Structured Training Withdrawal:

Certificate 2 level withdrawal requirements: 1.5hrs per wk.			Certificate 3 level withdrawal requirements: 3hrs per wk.		
HRs Employed per WK	STW per WK	STW per Mth	HRs Employed per WK	STW per WK	STW per Mth
38 (full time)	1.5	6	38 (full time)	3	12
27 (4 days)	1.2	4.8	27 (4 days)	2.4	9.6
21 (3 days)	0.9	3.6	21 (3 days)	1.8	7.2
17 (2.5 days)	0.75	3	17 (2.5 days)	1.5	6
14 (2 days)	0.6	2.4	14 (2 days)	1.2	4.8

Structured training withdrawal for a School Based or Head Start Apprentice/Trainee is set to 1hr per week. This 1-hour minimum is averaged over a 4-week cycle.

Where an Employer/supervisor does not allow the Apprentice/Trainee to be withdrawn from routine work duties for the applicable minimum specified time, there is a requirement for BAA to report this to the Manager of Apprenticeship/Traineeships Administration at Victorian Registration and Qualifications Authority (VRQA) within 14 days if initial consultation with the Employer/supervisor does not resolve the issue.

**Note: The STW does not apply to Apprentice/Trainees who complete their training and assessment activities through the “block release” model. In this model Apprentice/Trainees will attend structured training and assessment activities in one or two weekly blocks at one of BAA’s training venues. Their workplace tasks will then provide evidence of the Apprentice/Trainee’s ability to apply the necessary skills and knowledge within a workplace environment.**

**For Apprentice/Trainees completing their training and assessment activities through the “block release” model, BAA’s Trainers / Assessors will conduct regular visits to the workplace in order to ensure that the Apprentice/Trainee is effectively demonstrating the necessary skills.**

## ReadySkills

BAA has introduced an electronic tool called 'ReadySkills' to support the learning of Apprentice/Trainees. ReadySkills is used to gather evidence of Apprentice/Trainee activity in the workplace as a requirement of an Apprenticeship/Traineeship.

## Employers Using ReadySkills

Employers will be required to use ReadySkills to:

- View the live Training Plan of their Apprentice/Trainee
- Verify Apprentice/Trainee Weekly on-the-job activities
- Verify Apprentice/Trainee Weekly on-the-job activities
- Verify Apprentice/Trainee Weekly Structured Training Withdrawal
- Support your Apprentice/Trainee's ability to undertake activities in the workplace

Employers can monitor the progress of their Apprentice/Trainee against the units of competency required to achieve the qualification by viewing the Apprentice/Trainee's training plan live at any time on ReadySkills. Employers may also use ReadySkills for information on tasks/activities their Apprentice/Trainee may require further experience in to complete their units of competency.

## Apprentice/Trainee Course Progression Summaries and Employer Sign Off

BAA at a minimum makes four contacts per year with the Employer to discuss the Apprentice or Trainee’s progress against the Training Plan. The Employer and Apprentice are sent a detailed Apprentice/Trainee Course Progression Summary which is then signed by the Employer and Apprentice/Trainee.

This Course Progression Summary covers the following:

- Progress against the Training Plan
- Structured Withdrawal activities undertaken and logged to date
- Summary of open units, outstanding items and actions required for Employer Sign off
- Summary of site visits and upcoming scheduled site visits

As per current information available within the ReadySkills portal, Employers and students always have access to an up-to-date, live Training Plan documenting the dates of all planned, current, and completed training for an Apprentice /Trainee.

BAA will maintain all details in this Training Plan as a live document in the portal, to reflect the current progress of your Apprentice's or Trainee's training at all times. Employers will be able to review this with their Apprentice or Trainee to discuss their progress and ensure that Employers have signed off any outstanding 'confirmation of competency' requirements within the portal.

## Assessment

Assessment will meet the National VET regulator Assessment Standards including the recognition of prior learning and current competencies. All assessment processes will be valid, reliable, flexible, and fair. Suitable and appropriate learning materials will be provided, and physical resources utilised to ensure the competencies can be achieved.

The purpose of the assessments is for the Apprentice/Trainee to demonstrate competency against current industry standards (as outlined in the Unit of Competency) through application and demonstration of knowledge and skills

Assessment is conducted in accordance with the Principles of Assessment and Rules of Evidence to ensure outcomes are valid, reliable, fair and flexible.

## Competency Based Assessment

Students will be assessed through a process of evidence collection and judgements made as to whether they are able to demonstrate the competencies identified by industry as essential for satisfactory performance in the workplace.

## Methods of Assessment

To assess competency five (5) basic methods of assessment may be used. The methods are:

- 1. Questioning**  
Methods – oral, written assignments and case studies  
Type – short answer, multiple choice, matching, true/false, identification and completion
- 2. Simulations**  
Methods – simulation, role play, observation of performance, product, and process Type – case studies, simulated clients, simulated workplaces
- 3. Skill tests**  
Methods – work sample, skill sample, practical project, structured problem, and task Type – checklist, assignments
- 4. Direct observation**  
Methods – performance, product and processes on the job, 3rd party reports Type – checklist, research tasks, logbooks, peer assessment and skill books
- 5. Evidence of prior learning**  
Methods – examination of evidence  
Type – portfolios, logbooks, qualifications, testimonials, and supervisor reports

Where possible, an approach which involves grouping elements of a competency together will be used to develop a holistic, meaningful assessment system.

Competency is built over time; as such the student will be assessed at various points as they gain knowledge and master skills. Each assessment task is reviewed by a BAA Trainer / Assessor and an outcome of Satisfactory/Not Satisfactory is determined for each completed assessment task. To demonstrate competency in a Unit of Competency, the student must satisfactorily meet the requirements for all assessment tasks.

### Student Assessment Submission

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 final result grades are awarded.

For further information on student assessment submission please see the BAA Student assessment submission policy located on our website [www.buildersacademy.com.au](http://www.buildersacademy.com.au) under the 'Key Links & Documents' tab.

### 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 course/program or withdrawal/cancellation from the program.

Students must ensure that any use of Artificial Intelligence (AI) tools is appropriate and transparent. Submitting AI-generated content as original work without acknowledgement may be considered academic misconduct.

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

BAA offers all participants a skill assessment through the recognition of prior learning and current competencies. This skill assessment or pre-training review formally identifies your existing skills as well as your skill gaps and what training is needed to complete a qualification.

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.

For further information on RPL and Credit transfers please see the BAA Recognition of prior learning and credit transfer policy located on our website [www.buildersacademy.com.au](http://www.buildersacademy.com.au) under the ‘Key Links & Documents’ tab.

## Tuition Fees

Tuition fees are advised via the course service agreement provided prior to enrolment and detailed at the qualification level on the BAA website. Please refer to our website:

[www.buildersacademy.com.au](http://www.buildersacademy.com.au) The student tuition fees as published are subject to change given individual circumstances at enrolment. Tuition fees are applied over the course duration set by BAA and detailed at the qualification level.

## Materials

The required resource material/s for the course will be organised by BAA on behalf of the student. A fee applies for the supply of these materials and these fees are in addition to tuition fees. Material fees will be estimated at the time of enrolment and detailed in the Statement of Fees provided prior to enrolment. Payment is required on the day training materials are supplied. These materials once issued and accepted by the student are non-returnable and the related fee is non-refundable in the event of withdrawal from training once materials have been issued and accepted by the student.

## Funded Student Tuition Fees

Enrolments in a Government subsidised training program requires a fee contribution to cover the full costs of the program. All participants will be required to pay a tuition fee for government funded programs as detailed in the BAA Fee Schedule and the course service agreement supplied prior to enrolment. These fees are applicable for the course duration as set by BAA, after which time changes to fees may apply. Students enrolling in subsidised training are charged in line with the above information and in line with subsidised rates.

### 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.

## Fee Collection and Payment Terms

Tuition fees are applied over the course duration and due and payable as per terms detailed on the tax invoice. Tuition fees are charged after commencement of the training program, with no fees required to be pre-paid in advance. Training resource material charges are charged to the person nominated and the invoice supplied with the materials. Payment for materials is to be made on the day materials are supplied using one of the optional payment methods. Short courses and single unit enrolment fees are charged and collected in advance.

## Student Payment Conditions

Tuition and Resource Material fees are due and payable upon receipt of invoice/s according to the terms of the invoice.

## Employer Payment Conditions

Payments made by Employers are negotiated in line with our fees and charges and due and payable upon the terms detailed on the tax invoice. Payments must be adhered to and payment made by the due date or BAA reserves the right to suspend or withdraw the student from their training program. Payment for training resource materials is to be made on the day the resource materials are supplied using one of the optional payment methods listed on the reverse side of the invoice.

## Payment Methods

Payment methods include direct debit, EFT transfer, cash, cheque (please ensure that it is made payable to BAA) or credit card payment or a direct bank deposit. A direct debit application is included in the enrolment pack and where this method is used the application must be completed and returned prior to commencement of training along with a signed copy of the “Statement of Fees”. BAA reserves the right not to commence training if this payment method option is requested and the Direct Debit form is not signed and returned promptly. Direct debit payments up to a maximum 6 x monthly instalments for Tuition fees are available. Direct debit arrangements must be adhered to with payment made by the due date or BAA reserves the right to suspend or withdraw the student from their training program.

## Overdue Fees

Where payment terms are not adhered to BAA reserves the right to suspend or withdraw training. Overdue fees may be referred to a debt collection agency for recovery.

## Refunds

Refund of fees is granted under specific circumstances where a student has withdrawn from a course. All students have a “cooling off” period during which they are entitled to a refund of their fees if they choose to cancel their enrolment or withdraw.

Apprentices and Trainees have up to two (2) business days prior to their trainer workplace induction to withdraw without penalty and receive a full refund. Any apprentice who withdraws outside of the two (2) business days will forfeit any refund.

For those students who enrol in the two (2) business days prior to the program commencement date will forfeit any refund should they choose not to go ahead with their training.

If an Apprentice or Trainee who has started their apprenticeship/ traineeship withdraws from learning during their apprenticeship/ traineeship training, the Employer will still be liable for the Final Tuition Fees if the Cancellation Request is received outside of the cooling off period.

### **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 for the student 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 the course after it has commenced, if paid, the 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, a full refund will be provided.

- It is important to note that fees paid by government funding will not be refunded
- Where no co-contribution fee is paid, no refund is applicable

### Timeframe and Payment of Refunds

A refund will generally be provided within 28 days from withdrawal. Please note that course fees are not transferable to another person (unless a Memorandum of Agreement or Service Level Agreement with an Employer or other third-party states otherwise).

Refunds will generally be paid via Electronic Funds Transfer (EFT), but a cheque may be requested.

### Refund Appeals

Where the refundee does not agree with the refund outcome, they have the right to appeal the refund decision. BAA will be happy to review the decision made and to take into account any extenuating circumstances.

Any appeals related to refunds and fees will be dealt with in accordance with the BAA complaints and appeals policy. This policy does not remove the refundee's right to take further action under the Australian Consumer Protection Laws. BAA's complaints and appeals process do not circumscribe the student's right to pursue other legal remedies.

For further information on our Fee, charges and refunds please see our policy located on our website [www.buildersacademy.com.au](http://www.buildersacademy.com.au) under the 'Key Links & Documents' tab.

### **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 students keep their certificate(s) in a safe

place to avoid losing or misplacing them and that you ensure we have their correct address on record for forwarding your certificate(s).

### Service Guarantee

With the full cooperation of all parties in meeting their respective responsibilities and full payment of all due fees, BAA guarantees to complete the training and assessment once the student has commenced study in their qualification or course.

### Discipline Policy

It is the policy of BAA to work collaboratively with all stakeholders in providing training and assessment services. Unfortunately, there are occasions where disciplinary action may be taken as a result of failure to comply with the requirements of the training process as outlined and agreed to at the commencement of training. Instances requiring disciplinary measures by BAA can include the following:

- student failure to meet program timeframes
- Employer failure to provide and record Structured Training Withdrawal as required in Apprentice/Traineeship programs
- failure to pay tuition and/or materials fees

In summary, the following actions may be taken with respect to the above instances:

- Regular failure of a student to meet program assessment timeframes may result in withdrawal from a program. Re- enrolment and re-invoicing may result if enrolment periods are exceeded.
- Failure of an Employer under an Apprentice/Traineeship training agreement to allocate Structured Training Withdrawal may result in intervention by an Apprentice/Traineeship Support Officer. In addition, the student's training program cannot be completed as program requirements will not be met.
- Certificates will not be forwarded where training program fees remain outstanding.

If there are difficulties in paying fees or meeting program timeframes and requirements, it is the responsibility of the student and/or Employer to renegotiate alternative arrangements with the BAA Accounts Department. As the Trainer / Assessor is in touch with the student on a monthly basis, there are regular opportunities to identify and discuss any difficulties as they arise and seek solutions and effective strategies to address them.

## 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)

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

Please see the BAA Student support and welfare policy located on our website: [www.buildersacademy.com.au](http://www.buildersacademy.com.au) under the 'Key Links & Documents' tab.

### Language, Literacy and Numeracy (LLN)

Where the language, literacy, and numeracy (LLN) evaluation indicate that there may be an LLN issue, the Student Services Officer who reviews the application will refer the application to the BAA Individual Learning Needs and Student Welfare Coordinator with appropriate support and strategies in place for students who score 1 level below this again (2 below that in the chart), it is also reasonably expected that these students will be able to successfully complete this qualification with support.

Where required, students will be provided with additional coaching and support in order to complete this training program. This may also include a reasonable adjustment to assessments.

The BAA Individual Learning Needs and Student Welfare Coordinator will assess each student's suitability and LLN competence and will put in place Individual Learning Plans (ILP) that are developed in consultation with the student as required.

Please refer to the Language, Literacy and Numeracy policy for further details.

### Student Safety

BAA has an obligation under the Occupational Health and Safety Act 2004 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 on site at offices

- 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 displayed in BAA' reception area, these procedures must be followed in the event of an emergency that causes BAA' fire alarm system to be activated, or if you are otherwise directed to evacuate.

BAA complies with all relevant Occupational Health and Safety legislation including the provisions of the Occupational Health and Safety Act 2004 and the Occupational Health and Safety Regulations 2017. This legislation outlines the expectations for the health, safety and welfare of employees and other people at work, eliminate risks at the source, involve Employers, employees, and organisations in the implementation of health and safety standards.

Trainer / Assessors will actively take steps to identify hazards that could cause harm to Apprentice/Trainees 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 personnel.

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

## Child Safety and Wellbeing

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 education 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 provide 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.

## Qualification Certificates and Statements of Attainment

### 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.

Certification is issued in accordance with the Australian Qualifications Framework (AQF) requirements.

### Non- Completion of the Training

If the Apprentice/Trainee or their Employer notifies BAA that they will not be completing the qualification/withdrawing from study, a Statement of Attainment for any completed units is issued as per the standard process.

### Obtaining Your Qualification Certificate

Upon the successful completion of your training program and/or Apprentice/Traineeship you will receive a formal qualification certificate. Qualification certificates are issued under the AQF guidelines. Upon the successful completion of a qualification training program, students are provided a client survey to complete either at their last workplace visit or forwarded by mail. This should be completed and returned to BAA. Please ensure that the address we have on record for you is correct; as your certificate will be posted by mail.

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.

If an Apprentice/Trainee successfully completes the structured training the words "achieved through Australian Apprenticeship arrangements" will be used on the Certificate.

If an Apprentice/Trainee successfully completes the structured training while continuing to be unemployed, BAA omits the statement "achieved through Australian Apprenticeship arrangements" from the Certificate before issuing it to the Apprentice/Trainee and informs them that this will occur, before completing their training.

### SBAT and HSAT Apprentice or Trainees

It is anticipated that Secondary School students undertaking a Traineeship would be able to fully complete the Traineeship in a two-year SBAT/HSAT program. Students undertaking an Apprenticeship typically take longer, so it is anticipated that school students undertaking an Apprenticeship would be able to complete or make significant progress in the Apprenticeship component of their program while still at school. If an Apprenticeship continues after Year 12, the student's school will support students to transition to a full-time Apprenticeship at the completion of school, so they can gain their trade qualification.

## 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 a Complaints committee which reviews all complaints and grievances formally lodged. The Complaints committee consists of the following BAA staff members:

- General Manager Quality and Compliance
- Student Welfare Officer
- Training Manager

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: [www.buildersacademy.com.au](http://www.buildersacademy.com.au) under the 'Key Links & Documents' tab.

## Client 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.

## Victorian Department of Education and Training Surveys

You may also be selected to complete an annual government survey by the Victorian Department of Education and Training. These surveys are conducted with a sample of Apprentice/Trainees and Employers by BAA on behalf of the Government.

## Records and Information Access

Records and information relating to each student are held in confidence. Should access to these records and information be required by the participant, disclosure can be granted upon application. Please refer to the How BAA Protects Your Privacy section of this handbook for this and additional information.

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 State Training Authority and NCVET to ensure no collected data can be associated with an individual.

### How BAA protects your Privacy

As a valued client of BAA, we want you to know that 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 or details are provided by the Department of Education and Early Childhood Development.

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 staff that manage enrolments, results, certification, accounts, training, and assessment.

BAA takes responsibility for the storage and maintenance of your information and records seriously. All records are stored in line with the Privacy Act 1988 (Cth) and the Privacy and Data Protection Act 2014 (Vic).

#### 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 Apprentice/Trainees. In such cases, information is protected by confidentiality principles practiced by government authorities.

### **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 staff will confirm personal details before providing any information over the telephone.

## Further Enquiries and Assistance

If you require further information or assistance with any aspect of your training program, please ask a BAA staff member. They will assist and provide you with information and guidance. Course information is a free and confidential service.

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

- Builders Academy Australia [www.buildersacademy.com.au](http://www.buildersacademy.com.au)
- Victorian Government website at [www.skills.vic.gov.au](http://www.skills.vic.gov.au)
- Department of Education and Early Childhood Development email enquiry [edline@edumail.vic.gov.au](mailto:edline@edumail.vic.gov.au)
- Skills First <https://www.vic.gov.au/skills-first>
- Australian Apprentice/Traineeship and Traineeship Information Centre [www.aatinfo.com.au](http://www.aatinfo.com.au)
- Department of Education and Training – Head Start Apprenticeships and Traineeships <https://www.vic.gov.au/head-start-apprenticeships-and-traineeships>
- Department of Education and Training – School Based Apprenticeship and Traineeships <https://www2.education.vic.gov.au/pal/school-based-apprenticeships-and-traineeships/guidance/what-sbat>
- Dispute Settlement Centre of Victoria [www.disputes.vic.gov.au/](http://www.disputes.vic.gov.au/)
- Victorian Registration and Qualifications Authority (VRQA) <https://www.vrqa.vic.gov.au/Pages/default.aspx>
- Fair Work <https://www.fairwork.gov.au/>