

RTO	Builders Academy Australia (RTO ID 21583)
Type	Public
Applicable Standards	Standards for Registered Training Organisations 2025 State and Territory Funding contracts Australian Core Skills Framework (ACSF) Australian Digital Capability Framework (ADCF) Education and Training Reform Act 2006 (VIC) Education Act 1990 (NSW) Education (General Provisions) Act 2006 (QLD) Work Health and Safety Act 2011 (QLD)
Authorised By	General Manager – Quality, Education & Compliance
Effective Date	30 January 2026
Version	V6.1

## Student Support and Welfare Policy

### Overview

This policy is written for students and outlines the types of support available to students—academic, digital, wellbeing, and inclusion-related—throughout their time Builders Academy Australia (BAA). It also serves as a reference for staff in identifying, coordinating, and providing appropriate support. In addition, the policy explains how BAA communicates important changes to students during their training.

**Student support** includes learning assistance, digital help, and academic support to help you meet the requirements of your course.

**Student welfare** refers to your personal wellbeing, including mental health, safety, and any personal challenges you might experience.

BAA is committed to supporting all students—regardless of background, learning style, or personal circumstances—from enquiry through to course completion. We understand that each student has different needs and may require tailored support at various stages of their training.

At BAA, we are committed to protecting and supporting your wellbeing from the time you enquire about a course through to course completion. We understand that every student comes from a unique background, with different experiences and learning needs. That’s why we offer a wide range of support services to help you succeed.

As part of this commitment, BAA may implement **reasonable adjustment** as a **complementary tool used alongside other support services**. It is not a standalone service but a flexible approach that allows us to modify training or assessment arrangements to meet individual needs.

BAA has a dedicated **Reasonable Adjustment Policy** to guide staff in assessing, approving, and implementing adjustments fairly and consistently. While this internal policy is not publicly available, it ensures all decisions are made in accordance with legislation, best practice, and the **Standards for RTOs 2025**.

The following areas of student support and welfare are addressed in this policy:

- Academic Support
- Language, Literacy and Numeracy (LLN) Support
- Digital Literacy Support

- IT Support
- Student Welfare / Wellbeing
- Disability, Injury or Health Condition Support
- Mental Health Support
- Cultural or Religious Support
- LGBTIQ+ Inclusive Support
- Support for Students Under 18

BAA has a **Cultural Safety, Diversity and Inclusion Policy** including rights, responsibilities and escalation processes.

Please read this policy in conjunction with our Cultural Safety, Diversity and Inclusion Policy, Child Safety and Wellbeing Policy and a Vulnerable Persons Policy located on this webpage:  
<https://buildersacademy.edu.au/baa-academy-links-and-documents/>.

## Who You Can Contact for Support

If you need to discuss support options during your enrolment you will be referred to a member of the Student Success Team

If you need help during your course, start by speaking with your Student Success Coach or Trainer. They can assist you directly or connect you with the right person—whether it's for academic support, wellbeing, technical help, or other concerns. Student Services is also available to help you access any of the services listed in this policy.

The following people and teams are here to help you. You can reach out at any point in your enrolment or during your course if you need help, advice, or adjustments.

- **Student Services** – Handles enrolment queries, Pre Training Review (PTR)/LLN/Digital literacy support, and general assistance.
  - ✉ [enquiries@buildersacademy.com.au](mailto:enquiries@buildersacademy.com.au)
  - ☎ 1300 534 363 (Option 2)
- **Student Success Team**– Offers support for LLN, digital literacy, reasonable adjustment, Individual Learning Plans (ILPs), and complex or ongoing needs related to training, welfare and wellbeing. A member of this team is also the contact person for cultural and inclusion matters and offers Student Wellbeing Consultations.
  - ✉ You can request support at anytime during your enrolment
  - ✉ You can be referred for support by Trainer or Student Success Coach
  - ✉ You can book a confidential online Student Wellbeing Consultations session
  - ☎ 1300 534 363 (Option 1)
- **Student Success Coach** – Your assigned coach supports your wellbeing and study progression throughout your course. They check in regularly and help you access other support services and assist with re-engagement where needed.
  - ✉ You will be provided with your Support Coach's direct BAA email address at enrolment.
  - ✉ You can also contact [enquiries@buildersacademy.com.au](mailto:enquiries@buildersacademy.com.au) if unsure.
  - ☎ 1300 534 363 (Option 1)

- **Trainer or Assessor** – Contact for questions about your course content, assessments, and academic progress. You will be provided with your trainer’s direct BAA email address during your induction.
  - ✉ Trainer contact details are provided at induction or via the LMS
  - ☎ Or call your Student Success Coach: 1300 534 363 (Option 1)
- **Training Coordinator** – Provides help with complex issues, behavioural concerns and escalated support.
  - ✉ Contact via your Student Success Coach or your Trainer
  - ☎ 1300 534 363 (Option 7)
- **LMS Help Desk (BAA)** – Help with online platform issues like access errors, passwords, or missing resources.
  - ✉ [helponline@buildersacademy.com.au](mailto:helponline@buildersacademy.com.au)
  - ☎ 1300 534 363 (Option 4)
  - 🕒 Mon–Fri, 9:00am–5:00pm
- **IT Help Desk** – General IT support for email access, system errors, or device connection. This service is managed by our parent company, UP Education, and provides authorised support for all BAA students.
  - ✉ [support@up.education](mailto:support@up.education) / [helpdesk@up.education](mailto:helpdesk@up.education)
  - ☎ +61 2 8011 1803
  - 🕒 Mon–Fri 7:00am–9:00pm, Weekends 9:00am–5:00pm

## Identifying Your Support Needs

At BAA, we will do our best to identify any support you may need during your Pre-Training Review (PTR), including through your Language, Literacy, Numeracy and Digital (LLND) skills assessment. However, you are also encouraged to reflect on your own circumstances and let us know if you may need additional support. Below are some questions to ask yourself:

### General study readiness

- Do I have any concerns about studying or completing this course?
- Have I studied before, and how did that go?

### Wellbeing and personal circumstances

- Do I have personal, health or family matters that might make study more difficult?
- Do I ever feel stress, anxiety or other factors that impact my ability to focus or participate?

### Learning style and preferences

- Do I learn better by reading, listening, watching, or doing?
- Do I benefit from using tools like templates, checklists, or extra time for tasks?

### Access and environment

- Do I have access to a laptop or internet at home?

- Do I have a quiet space where I can focus on study?

#### **Cultural or religious considerations**

- Do I have any religious or cultural obligations that might affect my class schedule or assessment dates?

#### **Additional support**

- Would I feel more confident if I had extra help with reading, writing, numbers, or using technology?

If you answered “yes” to any of the above, let us know during your PTR or let your Student Success Coach or Trainer know during your studies. We’ll work with you to make sure the right supports are put in place.

## **Types of Student Support Available**

All students at BAA have access to a wide range of support services. The type and level of support will be determined based on the student’s individual needs, not their course type.

#### **Academic Support**

The academic support available at BAA is designed to help you stay on track with your coursework and succeed in your training. Trainers may also collaborate with Student Success Team to develop additional support strategies where academic concerns relate to LLN, wellbeing, or ongoing disengagement. This support includes:

- Trainers are available to support students through class time, email, and scheduled appointments.
- Student Success Coaches will be contacting students regularly regarding their progress and experience within their course and can help arrange additional academic or technical support where needed. Students can also request one-on-one sessions or ask questions via their LMS portal, email, or direct contact.
- One-on-one support from trainers.
- Additional coaching or catch-up sessions for students falling behind
- Resubmission support and assessment clarification
- Study planning assistance
- Flexible delivery adjustments where suitable

#### **Language, Literacy and Numeracy (LLN) Support**

BAA provides targeted LLN support based on the needs identified through your PTR. This may include:

- LLN needs are assessed during the PTR;

- LLN results are reviewed by Student Services and escalated to a member of the Student Success Team;
- Students may be supported with low-level or higher-level LLN strategies, including modified assessment approaches;
- Development of an Individual Learning Plan (ILP) if appropriate

### **Digital and IT Support**

If you're studying online or using digital platforms, we provide a range of technical support to help you stay connected and confident. This includes:

- Digital literacy skills assessed as part of the PTR;
- Students may be allowed to complete hard copy assessments or receive coaching if digital skills are limited;
- LMS Help Desk: [helponline@buildersacademy.com.au](mailto:helponline@buildersacademy.com.au) or 1300 LEGEND (1300 534 363) Option 4 (Mon–Fri, 9:00am–5:00pm);
- IT Help Desk – UP Education: [support@up.education](mailto:support@up.education) / [helpdesk@up.education](mailto:helpdesk@up.education) or call +61 2 8011 1803 (Mon–Fri 7:00am–9:00pm, Weekends 9:00am–5:00pm)

BAA's approach to online learning is guided by our Online Service Standards Policy, which outlines our commitment to supporting students studying remotely or in virtual environments. This policy is publicly available on our website. BAA's Online Service Standards Policy outlines our commitment to delivering quality online training and support. The policy includes:

- Minimum technology and digital skill requirements for online study
- How we support students with digital literacy through the Pre-Training Review (PTR)
- What students can expect from trainers, IT support, and engagement staff in terms of contact and turnaround times
- How we design accessible and inclusive online learning experiences
- Standards for online student welfare, monitoring, and feedback

The full Online Service Standards policy is available on our website under [Key Links and Documents](#).

### **Student Welfare and Wellbeing**

We care about your wellbeing and want to ensure you have the support you need to manage any personal or emotional challenges during your training. Our welfare support includes:

- Early identification of student wellbeing concerns by Trainers;
- A member of our Student Success Team may contact students directly to conduct a wellbeing check;

- **Student Wellbeing Consultation** – A member of our Student Success Team is now available to connect with our students for confidential, one-on-one virtual consultations. This service provides guidance, resources, and referrals for a range of concerns, including:
  - Personal wellbeing and mental health support
  - Study-life balance and stress management
  - Crisis support and referrals (internal and external)
  - Building confidence, resilience, and independence

### **Disability, Injury or Health Condition Support**

Support is available for students with a temporary or long-term disability, injury, or medical condition. This may include:

- Access to reasonable adjustments
- Assistive technology and specialised tools
- Coordination with external professionals or allied health where needed

### **Mental Health Support**

Students experiencing stress, anxiety, depression, or other mental health challenges may access:

- Wellbeing check-ins and individualised support;
- Flexible study arrangements where appropriate;
- Referral to mental health services including external providers

### **Cultural or Religious Support**

Support for students with cultural or religious needs may include:

- Flexibility for ceremonies or observances;
- Cultural safety and identity inclusion;
- Participation in cultural events such as NAIDOC and Harmony Week

For cultural and inclusion matters please contact our Student Success Team.

### **LGBTIQ+ Inclusive Support**

BAA provides an inclusive and respectful environment through:

- Recognition of preferred names and pronouns;
- Referrals to LGBTIQ+ friendly supports like Switchboard;
- Active promotion of inclusivity in the learning space
- For cultural and inclusion matters please contact our Student Success Team.

## **Cultural Safety, Diversity and Inclusion Support**

BAA is committed to fostering a learning environment that is culturally safe, inclusive, and respectful for all students. We recognise and celebrate diversity in all its forms, including culture, language, ethnicity, gender identity, sexual orientation, religion, age, and ability.

Our support services aim to ensure all students—particularly those from underrepresented or marginalised groups—feel valued, heard, and supported throughout their learning journey.

Students may access support for matters related to:

- **Cultural background and identity**, including access to culturally appropriate support and adjustments for religious or cultural observances (e.g. flexible attendance, assessment timing, sorry business, or ceremonial leave).
- **LGBTIQ+ inclusion**, including access to support free from discrimination and the use of preferred names and pronouns in all settings.
- **Language and communication needs**, such as interpreter services, translated materials where available, or assistance navigating course content and academic expectations.

Students are also encouraged to engage in events and activities that promote diversity and inclusion, such as NAIDOC Week, Harmony Week, Wear It Purple Day, and International Day of People with Disability.

For cultural and inclusion matters please contact our Student Success Team.

For more detailed information, including rights, responsibilities and escalation processes, refer to BAA's **Cultural Safety, Diversity and Inclusion Policy** and related procedures.

## **Support for Students Under 18**

BAA recognises the unique support needs of students under the age of 18 and is committed to providing a safe, inclusive, and developmentally appropriate learning environment. These students are supported under this policy and in accordance with BAA's Child Safety and Wellbeing Policy.

BAA delivers training to a number of students under the age of 18. Some of these students are still enrolled in secondary school and participate in VET Delivered to Secondary Students (VETDSS) programs such as pre-apprenticeships, or they may be enrolled in a School-Based Apprenticeships and Traineeships (SBATs) program. In addition to the support provided by BAA, your school can offer ongoing support while you are studying with BAA. They may provide guidance, wellbeing support, or help you manage your school and training commitments in partnership with BAA.

Others may not be attending school and instead complete their training solely through BAA.

Support measures for students under 18 may include:

- Regular check-ins with a Student Success Coach or designated staff member;
- Additional communication with parents, carers, or guardians (as appropriate and in line with consent and privacy policies);

- Coordination with secondary schools for students enrolled in VET Delivered to Secondary Students (VETDSS) or School-Based Apprenticeships and Traineeships (SBATs);
- Tailored support to manage training and school commitments;
- Early identification and intervention if signs of disengagement or wellbeing concerns arise.

## Students Under 17

Students under 17 years of age who are not attending school must have a valid exemption from school attendance to enrol and remain in training at BAA. In addition to the support provided by BAA, your school can offer ongoing guidance and wellbeing support while you are studying with BAA until you turn 17.

**Where a student under the age of 17, who has an exemption from school attendance, disengages** BAA is required to notify the student's previous school and the relevant Department of Education Regional Office. This ensures compliance with state education regulations and supports youth in maintaining engagement in learning or employment.

## Reasonable Adjustment

Reasonable adjustments may be made for students experiencing a wide range of circumstances, including disability, chronic or temporary illness or injury, mental health conditions, neurodivergence (such as ADHD or autism), pregnancy or postnatal recovery, caring responsibilities, or other personal challenges that impact their ability to participate in training or assessment. These adjustments can be short-term or ongoing, depending on the student's needs.

The following outlines how reasonable adjustments are identified, arranged, and supported at BAA:

- Students are encouraged to disclose any disability or special requirement at enrolment or any time during training;
- Reasonable adjustments may include changes to the way training is delivered, how assessments are conducted, the amount of time allowed, or the mode of participation, depending on individual learner needs.
- Requests are coordinated by our Student Success Team working with the Trainer and Training Coordinator if necessary;
- Adjustments are evaluated for impact, cost, fairness and ability to meet competency requirement;
- **Costs Associated with Adjustments:** BAA assesses both direct and indirect costs of implementing adjustments. Where possible, funding or shared costs with the student's workplace are explored. Students may already own required assistive technology or be able to access external support. Where costs are prohibitive and would impose unjustifiable hardship, BAA will notify the student in writing.

A member of our Student Success Team in conjunction with your Trainer and the Training Coordinator, will work with you to identify and approve Reasonable Adjustment. Approved adjustments are documented in an Individual Learning Plan (ILP) along with your support needs to ensure a consistent approach. All reasonable adjustments are reviewed regularly to ensure they continue to meet your needs. If your circumstances change, your adjustment plan can be updated at any time.

If we believe that you may benefit from assistive technology or specialised support, a member of our Student Success Team will work with you to explore available options. This may include consulting with your GP, psychologist, physiotherapist, case worker, or other professionals involved in your care. BAA may also seek advice from national or local support organisations such as Vision Australia, Deaf Australia, or MS Foundation Australia to ensure any adjustments are appropriate and effective.

BAA recognises disability in line with the Disability Discrimination Act 1992 and the Disability Standards for Education 2005. This includes physical, sensory, neurological, intellectual, psychiatric, and learning disabilities. It also includes temporary or permanent medical conditions that impact your ability to participate in training and assessment.

## Individual Learning Plans (ILPs)

An Individual Learning Plan (ILP) is a customised support document developed to help a student successfully engage with and complete their training. ILPs outline the specific strategies, timelines, and support mechanisms tailored to the student's individual needs.

### Who sets up an ILP?

ILPs are created by a member of our Student Success Team in consultation with the student, their Trainer, and Student Success Coach. In some cases, the Training Coordinator may also be involved.

### What triggers an ILP?

An Individual Learning Plan (ILP) may be developed when:

- The student has Language, Literacy and Numeracy (LLN) or Digital Literacy support needs identified during the Pre-Training Review;
- The student has a disability, medical or mental health condition, or requires a reasonable adjustment to support participation;
- The student is experiencing personal, behavioural, social, or academic challenges that may impact their training;
- The student is returning to training after a period of disengagement, absence, or deferral;
- The student has caring responsibilities or cultural/religious obligations that may affect their ability to participate consistently.

### What can an ILP include?

Strategies to support Language, Literacy and Numeracy (LLN) or Digital Literacy needs

- Adjustments to training delivery or assessment schedules
- Access to additional learning resources or assistive technology
- Plans to support engagement, behaviour, or wellbeing
- Scheduled check-in points and review dates to monitor progress
- Referral to internal or external support services
- Any other agreed supports tailored to the student's circumstances

The ILP is reviewed regularly by a member of our Student Success Team in consultation with the student, their Trainer, and Student Success Coach and updated as needed to reflect the student's ongoing progress and support requirements.

Records of support needs, adjustments, and ILP's will be:

- Stored securely and confidentially
- Accessible only to authorised staff

## External Helplines and Resources

Students who require urgent or specialist support can also access the following free and confidential services:

- **Lifeline** – 13 11 14 (24/7 crisis support and suicide prevention)
- **Beyond Blue** – 1300 22 4636 (mental health support)
- **Kids Helpline** – 1800 55 1800 (for young people aged 5 to 25)
- **Headspace** – [www.headspace.org.au](http://www.headspace.org.au) (youth mental health, online chat and in-person support)
- **13YARN** – 13 92 76 (24/7 culturally safe crisis support for Aboriginal and Torres Strait Islander people)
- **Switchboard** - [www.switchboard.org.au/](http://www.switchboard.org.au/) (for members of the LGBTIQ+ Community)

These services are independent of BAA and may be accessed anonymously.

Additional Support Services can be found in our BAA Cultural Safety, Diversity and Inclusion Policy located on the following webpage: <https://buildersacademy.edu.au/baa-academy-links-and-documents/>

### Free External Counselling and Support Services

Students can access free personal counselling sessions through Australian Institute of Professional Counsellors (AIPC's) clinical division, Australian Counselling Service (ACS). ACS counsellors are in the advanced stages of their higher education training. Appointments can be booked through the ACS website at: [www.acscounselling.com.au](http://www.acscounselling.com.au).

### Find a Counsellor Near You

You can also search for a qualified counsellor in your area using the **Australian Counselling Association's Find a Counsellor** tool:

 <https://www.theaca.net.au/find-registered-counsellor.php>

## How We Let You Know About Changes or Situations That Occur

BAA are committed to keeping you informed and supported if any changes or unexpected situations arise. The way we communicate with you will depend on whether the change happens **before you're enrolled** or **after your course has started**.

**Before You Are Enrolled** If you're in the process of enrolling but have not yet commenced your course, we will contact you promptly if:

- **Your course is cancelled before enrolment is finalised** – We will notify you promptly and explain your options, including transferring to another course or receiving a refund.
- **We are unable to proceed with delivering the program you applied for** – We will let you know why and help you explore suitable alternatives or issue a full refund.
- **Changes to the entry requirements for your course** (pre-requisites, Identification requirements, or competency requirements) - We will contact you to let you know why and assist you with meeting the new entry requirements or issue a full refund. Your Pre-Training

Review (PTR) and Program Services Agreement (PSA) will reflect these changes if you proceed.

- **Major changes to course delivery** (such as location, format, or schedule) – We will explain what’s changed, how it may impact you, and help you decide whether to continue or adjust your enrolment. The changes will be reflected in your Program Services Agreement (PSA).
- **A change to BAA’s legal or ownership status that may impact your enrolment** – We will inform you of any changes that affect your rights, course delivery, or enrolment, and provide clear options moving forward.

You will be notified via email or phone by a Course Advisor or Student Services team member. If necessary, we will offer you an alternative course option or explain your refund entitlements.

**During Your Course** If you are already enrolled and active in training, we will notify you of important updates including:

- **A change to the expected duration of your course** – We will explain what’s changing, why it's happening, and how it may affect your learning plan or completion timeline.
- **A change in delivery mode** (e.g. from face-to-face to blended or online) – We’ll outline how the new mode works, confirm technology requirements, and offer support if you need help transitioning.
- **A change in your funding or subsidy status** – If this affects your eligibility or fees, we’ll clearly explain your options and provide written confirmation.
- **An extended absence or leave by your Trainer or Assessor** – We’ll inform you of interim arrangements, such as a temporary replacement or class rescheduling, to maintain continuity of learning.
- **A change to the units or structure of your qualification** – If your course or units are superseded, we’ll notify you and guide you through the transition process. We’ll explain whether you will need to transition to the new qualification or if you may be able to complete the current one before the teach-out deadline. If transition is required, we’ll outline any additional units you may need to complete, any changes to course duration, and the impact on your progression or funding.
- **A serious illness or death involving a student or staff member** – You will be notified with care and sensitivity. Support options such as grief counselling will be made available. The Training Coordinator may liaise with the family and coordinate how class activities will continue. You will be kept informed throughout.
- **A change to your assigned Trainer or Assessor** – You will be introduced to your new trainer as early as possible, and they will be provided with your learning history to ensure continuity.
- **A cancellation or rescheduling of a class or site visit** – We will provide timely notice and offer rescheduling options or alternate tasks where possible.
- **A change in class location or delivery platform** – You will receive information on where and how your classes will continue, and support will be provided if you require help accessing the new location or system.

- **Significant course content or timetable updates** – You'll be given clear details about what is changing, when it takes effect, and how it may impact your learning or assessments.
- **A major event affecting class operations** (e.g. a critical incident involving another student) – We'll update you as needed and let you know what actions are being taken and what support is available.
- **A change to BAA's ownership or legal status** – We will explain what this means for your enrolment and ensure you understand your options.

Where possible, we will contact you by email or SMS and update your course details in the Learning Management System (LMS). In some cases, your Trainer or Student Success Coach may notify you directly during class or in a scheduled session.

BAA is committed to timely, respectful, and clear communication. If you have questions about a change, you are encouraged to speak with your Trainer, Student Success Coach, or Student Services.

## When You Might Need Extra Support

Everyone's circumstances are different. During your course, there may be times when your personal situation affects your ability to study, attend class, or complete assessments. If you're facing any of the following challenges, we encourage you to speak with your Student Success Coach, Trainer, or Student Services team so we can offer the right support. We'll work with you to tailor a plan that suits your needs — this may include a wellbeing check-in, flexible learning adjustments, an Individual Learning Plan (ILP), or referral to internal or external services.

- **Illness or injury**  
If you have a short- or long-term health condition that affects your ability to attend class or workplace visits or complete coursework, we may offer flexible attendance arrangements, modified assessment deadlines, or develop a short-term ILP to support your recovery.
- **Mental health concerns**  
If you are experiencing anxiety, stress, depression, or any emotional challenges, we can offer confidential support, increased check-ins, adjustments to your learning load, or referral to mental health professionals.
- **Bereavement or family crisis**  
If someone close to you has passed away or is seriously unwell, we can support you with compassionate leave, deadline extensions, and connect you to grief counselling. Where needed, the class may also be offered support by the Training Coordinator.
- **Academic difficulties**  
If you are falling behind, struggling to understand the content, or not performing to your potential, we can arrange additional coaching, resubmission support, and set up an ILP to target the areas where you need the most help.
- **Returning after an absence**  
If you've had time away from training due to illness, leave, or disengagement, we will help you reintegrate into study with a tailored plan, including a catch-up strategy or renewed ILP.
- **Disengagement or low attendance**  
If you're not attending class or submitting assessments, we'll reach out to check in. You may

receive a wellbeing call, and we'll work with you to develop a re-engagement strategy. Ongoing support will be provided to help you continue your course successfully.

- **Behavioural or engagement challenges**

If you are finding it hard to concentrate, engage in class, or meet expectations, this may be due to personal, emotional, or learning-related reasons. Your Trainer will aim to support you in the first instance with strategies to improve focus and participation. If the issue continues or is more serious, your Training Coordinator will become involved. We may:

- Arrange a one-on-one wellbeing check-in
- Review your participation and consider flexible engagement strategies
- Develop or update an Individual Learning Plan (ILP)
- In some cases, consider if another course or support pathway may be more suitable

Our focus is to identify any underlying needs early and provide supportive, non-judgemental assistance to help you stay engaged and succeed in your course.

## Staff Responsibilities – Leadership and Governance Commitment

All staff are expected to:

- Actively champion diversity and inclusion;
- Foster a culturally safe learning environment;
- Use inclusive language and examples;
- Undertake cultural awareness and trauma-informed practice, diversity, equity, mental health and well-being, disability awareness and reasonable adjustment and inclusion training;
- Respond to student needs with respect and flexibility;
- Report and act on discrimination or exclusion concerns.

## Third-Party Support Services and Quality Assurance

BAA is committed to ensuring that all support services accessed by students — whether delivered directly by BAA or through external / third-party arrangements — meet the same high standards of quality, accessibility, and accountability.

While most support services are delivered internally, students may also be referred to external providers for specialised support (e.g. mental health services, counselling, or community-based literacy programs). In such cases, BAA will ensure referrals are made to reputable, qualified services and that students understand how those services operate independently of BAA.

In addition, certain support services used by students (such as IT assistance and systems access) are provided by our parent company under a formal service agreement. These services are authorised by BAA and monitored regularly to ensure they are responsive, secure, and effective in supporting students' learning experience.

BAA retains responsibility for monitoring the quality of all external / third-party support services and has mechanisms in place to manage student feedback, complaints, or issues arising from their use. Students are encouraged to report any concerns about third-party support to BAA so that we can investigate and ensure services remain appropriate and effective.

## Confidentiality

BAA is committed to protecting your personal information. Any details you share about your health, disability, wellbeing, or personal circumstances will be handled confidentially. Information is only shared with relevant staff on a need-to-know basis in order to provide you with support. We will always seek your consent before sharing information externally unless required by law or where there is a risk to your safety or the safety of others.

## Feedback, Complaints and Appeals

If you ever feel that you've been treated unfairly, excluded, or disrespected based on your culture, background, identity, or lived experience, we encourage you to let us know as early as possible.

BAA has a Grievance, Complaints and Appeals Policy that outlines how to provide informal feedback or lodge a formal complaint or appeal. This policy is available on our website. You may choose to remain anonymous.

We treat all feedback with respect and confidentiality, and we aim to resolve issues promptly, fairly, and in a culturally safe manner, accessible to all students and protects students who raise issues. Students may also contact Student Services or their Student Success Coach for assistance in accessing the process.

## Proactive Engagement

BAA, in accordance with our Cancellation, Withdrawals and Deferrals policy, proactively engages with students using our proactive engagement strategies such as:

- Monitoring attendance, participation, and assessment submission;
- Automated alerts for disengagement;
- Scheduled wellbeing check-ins for all students with your Student Success Coach

## Continuous Improvement

At BAA we take all feedback, grievances and complaints seriously. When a complaint is upheld, we investigate the cause and take action to prevent similar issues from occurring in the future.

We use complaints and feedback to identify areas for improvement across our programs, systems, and services as per our Continuous Improvement Policy and Procedures. Once action has been taken, we monitor and review the outcome to make sure it is effective.

This process helps us improve the learning and support experience for all students.

## Monitoring and Review

This policy is maintained under version control to ensure it remains accurate, relevant, and compliant with all applicable requirements.

It will be formally reviewed on an annual basis by the Compliance Team, in consultation with relevant stakeholders, including Student Support, Training Operations, and Senior Management.

Reviews will ensure that the policy continues to meet the requirements of the Standards for RTOs 2025, Government contracts (e.g. Skills First), and other regulatory or quality frameworks.

In addition to scheduled reviews, this document may be updated earlier in response to:

- Changes in legislation, regulatory standards, or contractual obligations;
- Internal audits or findings from complaints, appeals, or investigations;

- Feedback from students, staff, or third parties that identifies a need for improvement;
- Organisational restructuring or operational changes that affect policy content

Where relevant, students and stakeholders will be notified of significant changes via internal communications, staff briefings, or updates to the Student Handbook or website.

## Keep In Touch

We're here to help. Whether you want to chat, share a concern, or suggest a change, you can contact us.

Let's work together to make sure your training journey is respectful, inclusive, and empowering for everyone.

## Accessibility of Information

BAA is committed to providing support information in accessible formats for students (e.g., plain English, large print, accessible PDFs, translated materials, and formats for assistive technology users).

If required, please speak with your Student Success Coach or Student Services team so we can offer the right support in getting information in an accessible format for you.

We acknowledge the Traditional Custodians of the lands we live on. We pay our respects to all Elders, past and present, of all Aboriginal and Torres Strait Islander nations.