

Access and Equity

This organisation is committed to access and equity principles and processes in the delivery of its services and working environment in accordance with the relevant Sex Discrimination Act, Human Rights and Equal Opportunity Act, Racial Discrimination Act, NSW Anti-Discrimination Act and Disability Discrimination Act.

In the event of a situation that is considered by students and clients to be in violation of the organisation's Access & Equity Policy, students and clients are required to report the situation to the RTO Compliance Officer.

Complaints and Appeals

This organisation recognises that differences and grievances can arise from time to time. The quick settlement of these matters is in the best interest of all parties concerned and the following steps are implemented to ensure this happens:

1. Tell us if you are dissatisfied or have any concerns about our products, services, processes or policies.
2. Tell us if you think you have been treated unfairly or unjustly.
3. Our Compliance Officer will fully investigate all complaints/grievances and report the outcome to you.
4. If you are not satisfied with the resolution, we will refer the matter to an independent mediator.
5. If a satisfactory solution cannot be reached by all parties, you have the right to seek representation and appeal under the relevant State or Federal Law.

Course Fees, Payments and Refunds

Advertised course fees are fully inclusive of all costs associated with completing the course without misadventure or RPL. Advertised course costs are inclusive of standard student support, certification costs, electronic learning resources, assessing and resubmission expenses. The participant is liable for the following fees should they be incurred:

▪ Payment Dishonour Fees - per dishonoured payment		\$19.50
▪ Replacement of Single Certificate/Statement of Attainment (hard copy)		\$50.00
▪ Replacement of Multiple Certificate(s)/Statement(s) of Attainment –fee will be capped.		Max. \$300.00
▪ Administration Fee		From \$50.00
▪ RPL Assessment Fee		\$250.00
▪ Course Transfer Fee		\$300.00
▪ Extension Fees		
	Certificate IV Programs	
	3 months	\$150.00
	6 months	\$200.00
	12 months	\$375.00
	Diploma Programs	
	3 months	\$150.00
	6 months	\$300.00
	12 months	\$475.00
	Dual Qualification Programs	
	3 months	\$200.00
	6 months	\$350.00
	12 months	\$600.00

1. A payment plan is available, and payments can be made as follows:
 - Full course payment on commencement (by an employer only); OR
 - Monthly payment instalments by direct debit from a credit card. Fees will apply if funds are not available at the time of withdrawal. See above.
2. Back to Basics Business Training Pty Ltd will contact you every 3 days via either phone and/or email to recover any declined payments. Failure to recover a declined payment may result in a student being instantly withdrawn from a program.
3. Certificates are issued to students who are assessed as competent. The cost for the original certificate is included in the course fee. Certificates are only issued when all course payments have been received.
4. Fees will apply for the issue of replacement Certificates.
5. Refunds MAY be made in the following circumstances:
 - Students enrolled in training and that training is then subsequently cancelled by this organisation.
 - In the opinion of this organisation, the student would be unreasonably disadvantaged if not granted a refund, e.g., a student meets with a serious misadventure and is unable to continue their enrolment. (Evidence may be required – Administration Fees may apply).

Course Fees, Payments and Refunds continued

6. Cooling Off Periods: (New Students ONLY)
 - Back To Basics Business Training Pty Ltd offer a four (4) day cooling off period in which new students can cancel their course registration without penalty or administrative fees.
 - Following the four (4) day cooling off period, Back to Basics Business Training Pty Ltd offer new students an additional ten (10) day cooling off period whereby students can withdraw from their course and get a full refund of monies paid less an administrative fee.
 - Please note that after fourteen (14) days from registration students will not be eligible for any refund.
7. Administration and RPL Assessment fees may apply.
8. Back to Basics Business Training Pty Ltd reserves the right to charge an administration rollover fee if the governing body forces a teach-out situation and you have gone beyond the nominated timeframe.

Course Requirements

Note: All Back to Basics programs are designed to meet the needs of the Australian workplace.

1. Courses are open to all adults 18 years and over.
2. Module Advice Sheets will identify any significant equipment requirements.
3. You will only need standard stationary requirements to complete each course.
4. You will need access to a computer to read the text and prepare assessment tasks.
5. Comprehensive reference material is provided however, there will be, on occasion, a need to access the internet for research purposes; for example, to access the National Construction Code.
6. Please inform us immediately if, during your course, changes to your personal circumstances arise, so every effort can be made to ensure you are provided with support and extension assistance if required.
7. All programs must be completed within the nominated timeframes with regular work being submitted.
8. Back To Basics Business Training Pty Ltd reserves the right to withdraw students from programs if time frames are not met. See *Withdrawals* for an explanation of additional withdrawal reasons.
9. Some courses may require the participant to have current or previous exposure to the industry. If this applies to your program of choice, a Student Support Officer will discuss this with you prior to registration in the program.

Disciplinary Procedures

The Participant is to always act with honesty, integrity and responsibility throughout their assessment process. Should the participant, at any time, not act with honesty or integrity, disciplinary actions may be taken at the discretion of the CEO. This may include removal/withdrawal from the program. This organisation reserves the right to decline admission to a course; terminate a student's enrolment at any time; or change Tutor or Assessor at any time without notice to course Participants.

Harassment, victimisation and bullying

This organisation does not tolerate any harassment, victimisation, bullying or any such conduct that has the purpose or effect of interfering with an individual's work performance or creating an intimidating, hostile, or an offensive environment for students and Back to Basics Business Training Pty Ltd personnel. This includes harassment, victimisation, bullying because of sex, race, national origin, religion, disability, sexuality or age.

Harassment is unlawful under Commonwealth and State legislation and harassment, bullying and victimisation are contrary to the duty of care to provide a safe environment for work and learning. In the event of a situation that is considered by clients and Back To Basics Business Training Pty Ltd personnel to be in violation of the organisation's harassment, victimisation and bullying policy, they should report the situation to the RTO Compliance Officer who will investigate and, where necessary, disciplinary action WILL be taken.

Literacy and Numeracy

To successfully complete your training, you must be able to count, check and accurately record, read, interpret, estimate, measure and calculate. You must be literate in the English language as all Back to Basics courses are provided in English. At times it may be necessary for this organisation to refer you to literacy and numeracy training in areas identified as necessary to ensure you meet the standards of your training.

Plagiarism

When plagiarism is evident, Back to Basics Business Training Pty Ltd reserves the right to take appropriate measures, which include the possibility of full withdrawal without financial recompense.

Privacy

1. Back to Basics Business Training Pty Ltd is committed to maintaining the privacy and confidentiality of its RTO personnel and participant records. Refer to our Australian Privacy Principles Policy on our website at <http://backtobasics.edu.au/privacy-policy/>.
2. This organisation collects and stores your personal details and during training we record your progress. We use this information to measure both yours and our performance and to let you know about our future products and services. Where State or Commonwealth funding supports training, we are obliged to submit your personal and progress details for research, statistical analysis, program evaluation, post completion survey and internal management purposes.
3. We DO NOT share, rent, or sell personal information you provide us. The confidentiality of the information we collect from you is protected under the NSW Privacy ACT 1988 (Cth) or relevant State/Territory Legislation.

Workplace Health & Safety

This organisation is committed to providing and maintaining a safe and healthy environment for the benefit of all clients, visitors and employees.

This organisation monitors and maintains the appropriate Workplace Health and Safety levels and regulations under the WH&S Act 2011. In consideration of all clients and students it is important that adherence to all legislative acts and regulations are observed while undertaking training. If students have any concerns or notice a condition or practice that seems unsafe, it is important that it is brought to the attention of the RTO Compliance Officer.

Withdrawals

Withdrawal from the course is available to all students at any time; however, every effort will be made to encourage and support you to continue with your studies. You should also be aware of this organisation's refund policy located in the *Course Fees, Payments and Refunds* section of the Terms and Conditions when making the decision to withdraw.

Students can withdraw or be withdrawn from a program in the following ways:

1. At the student's own request.
2. When a student fails to complete the required course work by the course completion date.
3. At the discretion of this organisation if the terms and conditions have not been adhered to.
4. When there has been a breach of payment plan conditions.
5. When a student fails to submit work within a six (6) month period.

You will always be notified, either by email, phone or letter if you are facing withdrawal.

Please Note: If you choose to withdraw from a course, you are not entitled to any text materials or assessment tools other than the ones you have already received even if you have paid in full for the course.