



# **Student Handbook**

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## Introduction

Thank you for your interest in undertaking training and/or assessment with Blue Tongue Training Pty Ltd, a Registered Training Organisation (RTO). Our National Provider Number is 1623. You can confirm our registration and the qualifications and units of competency we are registered to deliver by visiting the National Register at: <https://training.gov.au/Organisation/Details/1623>.

As an RTO, Blue Tongue Training contracts the services of Blue Tongue Skills (a separate legal entity) to provide services to the RTO as a third party. These services include recruitment, administration and student support services, and training and assessment for specific courses. We will advise you directly if these arrangements are applicable to your training or change during your enrolment with us. We will also notify you if there is any change to the ownership of Blue Tongue Training.

All qualifications and statements of attainment are issued in the name of Blue Tongue Training Pty Ltd., and we are at all times responsible for ensuring we meet our requirements as an RTO.

Commencing training and assessment and selecting the right RTO is a big decision.

At Blue Tongue Training we are committed to ensuring that the professional training we deliver meets your individual needs and, is relevant to your workplace job role and/or provides necessary skills and knowledge to pursue your future career ambitions.

This handbook is designed to provide you with information about undertaking training with Blue Tongue Training, to enable you to make informed decisions about your training choices.



Please contact Blue Tongue Training directly at [training@blue-tongue.com.au](mailto:training@blue-tongue.com.au) or 08 6365 1860 if you have any questions or need clarification of any of the information provided in this handbook, prior to finalising your enrolment.

We will ask you to acknowledge you have accessed, read and understood the information in this Handbook as part of the enrolment process.

## Our Legal Obligations

As an RTO, Blue Tongue Training is required to comply with the Vocational Education and Training (VET) Quality Framework, including the:



The National Regulator of national RTOs, including Blue Tongue Training, is the Australian Skills Quality Authority (ASQA).

Blue Tongue Training is also required to comply with legislation and regulations relevant to being a business, such as (but not limited to):

- Work Health and Safety (WHS)
- Privacy of personal information
- Consumer protection
- Anti-Discrimination.

Blue Tongue Training has a legal obligation to:

- maintain adequate, current and appropriate insurances
- ensure staff and students comply with relevant commonwealth and state legislative and regulatory requirements
- maintain accurate student and business records and safeguard privacy of personal information
- issue certification (qualifications or Statements of Attainment) according to the Australian Qualification Framework.

## Our Commitments

We are committed to providing excellence in training and education and commit to:

- engaging with industry representatives to review and validate our training and assessment processes to ensure your training is 'real', relevant and current
- maintaining our own expertise and ongoing professional development in training and assessment and the industries in which we train
- providing quality training and education services
- producing professional graduates who have the skills and knowledge expected by employers
- maintaining a supportive learning environment that is conducive to achieving your success.

Blue Tongue Training will ensure that all prospective and enrolled students receive equal opportunities to enrol and complete the courses and will:

- use the same recruitment and admission processes for all prospective students
- base admission to our courses on availability of places and the prospective student satisfying Blue Tongue Training's admission requirements
- provide students with adequate information to determine their own suitability and aptitude to achieve the course outcomes, and support to enable them to successfully complete the course
- provide an environment that is safe, including free from harassment, discrimination or bullying
- consider the individual requirements of students with a disability
- recognise nationally accredited qualifications and statements of attainment achieved at other educational institutions, where relevant
- offer recognition of prior learning to individual students
- provide students with the right to appeal an assessment or recognition decision, or other decisions we make
- invite your feedback, and ensure complaints from any stakeholders are acknowledged, investigated and collaboratively resolved where possible, and acted on to improve our products or services
- ensure all students have an equal opportunity to demonstrate competence including through making reasonable adjustments for students with a disability or special need according to their individual circumstances.

## **Our Responsibilities to You**

Blue Tongue Training is responsible for ensuring that:

- the training and assessment services we provide to you comply with the Standards for Registered Training Organisations 2025, and
- certification (qualifications and/or Statements of Attainment) we issue to you meet the requirements of the AQF
- we notify you of any changes to our contracted third party arrangements.

If a course is rescheduled or cancelled by Blue Tongue Training prior to commencement, you will be offered an opportunity to be rescheduled to the next mutually agreeable available course date or offered a full refund of fees paid (by individual students), however Blue Tongue Training will not be liable for any expenses that you have or may incur as a result of the reschedule or cancellation.

Blue Tongue Training will also, as soon as possible, notify you of any changes to the agreed services we provide to you, or of any changes of ownership of the RTO.

From time to time, national training products are reviewed and updated. Sometimes qualifications and/or units of competency will be superseded by updated versions. If this happens while you are enrolled in a qualification and/or unit of competency, Blue Tongue Training will manage this process with you to ensure you complete your training within the required timeframes for us to issue certification, or you are transitioned to the revised training product.

In the highly unlikely event that after your training commences, Blue Tongue Training ceases to provide, or becomes unable (either through our contracted third party arrangements, or directly) to provide the course of study you are enrolled in, we will issue Statements of Attainment for all units that you have completed (as long as you have provided, and we have verified your Student Identifier (USI)). Blue Tongue Training will refund any fees (if paid by individual students) for units of competency you have not yet commenced. We will also assist you, as far as practicable, to complete your training and assessment, such as by sourcing or recommending alternative providers.

## Getting Started

Blue Tongue Training is committed to ensuring that courses meet individual students' needs and that prospective students have the skills, experience and aptitude necessary to successfully complete the course.

Whilst your employer has arranged for you to undertake this training and assessment, you are the person doing the training and assessment, and we need to make sure this course is right for you, and that you are right for the course!

We will supply you with information about the course. Depending on the course, this might include:

- the units of competency
- course admission requirements such as any 'entry' requirements you may need, job role, age, licences, if applicable
- any specific skills or equipment you may need, such as literacy skills, digital literacy skills, access to software, communication or research skills, specific clothing or safety gear etc
- how and where your training will take place
- how long the course will take
- the amount of time you may need to commit to self-study and/or assessment activities
- how you may be assessed.

We encourage you to speak with us directly if you need more information or have any questions.

### Enrolment

Having reviewed the course information, you will need to complete an Enrolment Form and provide any documentation we may ask for to confirm you meet the admission requirements, if applicable.

We may also contact you to have a conversation. This is a good opportunity for you to confirm any information regarding the course.

On your enrolment form, and/or during this conversation, you will also be encouraged to discuss any potential barriers that may affect your learning or achieving the course outcomes, and what, if any, support or assistance you may need and any adjustments that may assist you to complete the course.

If a perceived difficulty in achieving your learning goals is identified, we will discuss these issues with you and may provide information about possible alternative pathways, and or additional tools and resources available to gain further experience to reapply for the course.

You will be notified in writing when your enrolment is confirmed.

### Confirmation of Enrolment

You will be formally enrolled only when you have:

- correctly and accurately completed and submitted the enrolment form
- provided your Student Identifier (USI), and
- met the course admission requirements.



## **Fees**

Students will not be paying fees to Blue Tongue Training as Blue Tongue Training will negotiate course fees with employers.

## **Withdrawal**

If, for any reason, you are not intending or not able to continue the course you have enrolled in, you should advise us as soon as possible in writing (email is fine). We are not trying to invade your privacy, but we may ask your reasons or for your feedback, especially if your reason for withdrawing is something that can help us improve on in the future.

## **Reasonable progress**

If you don't participate in/attend training, and/or fail to submit course work that has to potential to affect your progress, for any period of time, we will contact you to determine your intentions to continue in the course.



Blue Tongue Training wants to ensure that you maintain satisfactory progress in your studies and achieve the best outcomes in your training, but life is sometimes unpredictable - we understand! Especially when you are also working.

At times, you may have difficulty in keeping up with your learning activities, completing assessment, or demonstrating competence in assessment activities and there can be very good reasons for this, which are sometimes beyond your control.

To maintain course progress, it is expected that assessment tasks are submitted on the due/scheduled date(s). Should you require additional time to complete an assessment, you should

communicate with your assessor prior to the due date and apply for an extension.

We will monitor your progress, maintain regular contact and offer support to ensure that you have every opportunity to complete your studies.

When we, or you, identify that you are not satisfactorily meeting the course timeframes we will discuss what opportunities are available for you to maintain acceptable progress.

## **Training and Assessment**

### **Competency based training and assessment**

If this is your first experience with VET or sometime since you completed your apprenticeship, you may notice some of our practices are a little different to what you may have experienced at school or in university studies.

In VET nationally recognised training programs are 'competency based' which means that training and assessment activities focus on your ability to apply relevant knowledge and skills to demonstrate your performance of workplace tasks, to a standard specified by the industry (workplace).

A second significant difference of competency based assessment is that it is 'criterion referenced'. This simply means it focuses on an individual's achievements against defined outcomes, rather than relating an individual's performance to that of other students. So, in VET, an individual is assessed as either Competent or Not Competent, relevant to the required standard. There are no grades.

# Blue Tongue Training

There are also no 'pass marks' - an individual is either competent (when they satisfactorily meet all the assessment requirements) - or not yet competent (if they do not meet all the requirements successfully).

Competency-based training and assessment is about skills (performance) and knowledge (what you need to know for performance).

Competency based assessment is a process of collecting sufficient evidence for the assessor to make a judgment on whether competence is achieved; that is, confirming that you can perform to the standard expected in the workplace as expressed in the relevant endorsed industry/enterprise competency standards (units of competency).



Usually assessing performance will require you to 'do' a task which a Blue Tongue Training assessor may observe, or you may have to submit evidence for your assessor to see, such as video/audio evidence.

Knowledge is not generally able to be observed, so some assessment tasks will require you to undertake assignments or answer specific questions to demonstrate your understanding of concepts or theory.

Generally, there will be multiple assessment activities for a unit of competency. You need to successfully complete all assessment activities to be confirmed as competent in the unit.

You will be provided with assessment tools which outline the requirements.

Assessors will use 'decision making rules' such as checklists of expected performance or responses, answer criteria etc to determine that/whether you have successfully met the requirements and will advise if the assessment task is 'satisfactory' or 'not satisfactory'.

## Re-Assessment

If you receive a "not satisfactory" outcome for any of your assessment activities, you will receive feedback and will have an additional opportunity to re-submit or provide additional evidence. If, following feedback and resubmission or additional evidence, you still do not receive a successful outcome you may be advised of additional training to gain further experience.

As well as ensuring a student has the required knowledge and can demonstrate the required performance specified in the unit of competency, Blue Tongue Training must ensure that assessment also meets the Principles of Assessment and the Rules of Evidence outlined in the Standards for RTOs 2025:

| Principles of Assessment | Rules of Evidence |
|--------------------------|-------------------|
| Fairness                 | Sufficiency       |
| Flexibility              | Authenticity      |
| Validity                 | Currency          |
| Reliability              | Validity          |

## Support Services

**Your successful outcome in your qualification or course is as important to US as it is to YOU!**

Our enrolment process is structured to collaboratively identify your individual support requirements, and we encourage you to identify if you do have any concerns or requirements.

This will help us to help you.

We appreciate that many Blue Tongue Training's students have already completed a trade qualification, so whilst we may assume your foundation skills such as reading, writing, language or numeracy are proficient, you may be asked to undertake an interview and/or a language, literacy and numeracy (LLN) indicator or participate in an interview/discussion to assess the level of your skills to undertake the course of study.

Blue Tongue Training recognises that all people learn differently, and we acknowledge that some students may require additional support, which we can provide through:

- mentoring by appropriately qualified trainers/assessors, and or other VET or industry professionals
- phone and email contact to confidentially discuss your concerns or support requirements
- extra tutorial support and or facilitating supportive learning networks, such as with other students, work colleagues or supervisors

Referral to additional support services (which may attract additional costs, which we will advise you of) may be facilitated or recommended for students experiencing:

- language barriers
- professional literacy or numeracy issues such as report writing and IT literacy
- employment issues
- personal issues
- need to access facilities or equipment due to a disability
- any other issues that may affect your ability to achieve learning goals.

Reach out and contact us if you have any concerns about your learning needs, or if you feel you may need additional support. Reasonable adjustments to learning and assessment may be considered for students with disabilities

## Reasonable adjustment

'Reasonable adjustment' is a term used in VET to ensure students (including with disabilities) are not disadvantaged, either in the receipt of training or in the assessment of competence. Reasonable adjustments may take the form of additional support during the assessment process for example in the provision of equipment or software, changes to the physical environment, provision of support persons for physical disability or additional time. It may also include alternative methods of assessment such as asking questions or giving instructions verbally rather than in writing.

However, adjustments cannot compromise the integrity of the unit outcomes. For example, use of interpreters would not be a reasonable adjustment where communication in English language is an essential workplace requirement. Similarly, if competence requires students to read workplace signage or complete workplace documentation in English, use of fully 'verbal' assessment may not be appropriate.



## Privacy of Your Personal Information

Blue Tongue Training will only use collected information for the purpose for which it is intended.

Commonwealth and some State Government bodies, such as National Centre for Vocational Education Research (NCVER) and ASQA will use personal information collected as a result of your enrolment for statistical requirements regarding Vocational Education and Training and/or for monitoring Blue Tongue Training's compliance obligations.

Some collected information may be regarded as sensitive such as whether you have a disability, your Indigenous status, language(s) you may speak at home and or your country of birth. This information is specified for collection in the NCVER statistical data elements and is collected for national data reporting requirements.

### Managing Your Information

We commit to taking all reasonable care to ensure that information we hold, use and where appropriate, disclose to others about you is correct and current.

We will not disclose your information to a person, body or agency unless:

- you are reasonably likely to have been aware that information of that kind is usually passed to that person, body or agency
- you have consented to the disclosure
- we believe on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health, or that of another person
- the disclosure is required or authorised by or under law, or
- the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public
- in the very unlikely event, you are under the age of eighteen (18) and your parent/guardian request the information.

The accuracy of this information depends largely upon you providing us with details within 5 business days of any changes, such as:

- your current address (including to ensure that you safely receive your certification within the specified timeframes)
- current telephone numbers
- a current email address

You may ask to access your information, including records of your learning progress at any time. If you find any errors in the records, please advise us immediately so that the corrections can be made.



If you are undertaking training with us as part of a workplace arrangement, even if your employer pays for your training, our relationship is directly between us, as the RTO, and you, as the student.

Therefore, if your employer requires to be provided with any personal information such as your progress, student records or copies of your certification, we will require your permission in writing to supply. We will only issue certification directly to you.

## Student Obligations and Rights

As an enrolled student with us, you need to understand your rights and responsibilities and acceptable behaviour requirements.

### Your Responsibilities

As members of a learning environment, you are expected to:

- treat others, including staff and other students, with respect and courtesy
- treat others equitably irrespective of gender, sexual orientation, race, disability, medical condition, cultural background, religion, marital status, age, or political conviction
- respect the opinions and views of others
- avoid any conduct that might reasonably be perceived as sexual, racial, or gender-based harassment or otherwise intimidating or bullying
- participate in learning and maintain consistent levels of study/progress
- take personal responsibility for your own learning, and maintain reasonable study progress, including proactively seeking additional assistance if required or notifying us of any difficulties
- abide by the rigors of academic integrity, including only presenting work that is authentically your own, and where necessary, acknowledge and seek permission to use the work of another and avoid plagiarism by referencing sources
- familiarise yourself with and abide by Blue Tongue Training's policies and procedures as included in this Student Handbook, course outlines and the complaint and appeal policy and procedure.
- adhere to Work Health and Safety legislation and report any perceived safety risks, including psychosocial risks, if and as they become known
- respect and maintain any resources or equipment supplied for your use
- retain copies of all assessment work you submit to Blue Tongue Training. Whilst we like to think we are perfect, sometimes things happen, and Blue Tongue Training is unable to take responsibility for lost work.

Additionally, Blue Tongue Training must retain all original assessment for a minimum of 2 years after the student has completed the training product, so we are unable to return assessment to you for this time.

### Your Rights and Expectations

In turn, students enrolled with us can expect:

- us to respond to you promptly. Unless there are exceptional circumstances, which we will communicate to you, assessments will be 'marked' within 10 working days of receipt
- to be treated with courtesy and respect
- to be treated equitably irrespective of gender, sexual orientation, race, disability, medical condition, cultural background, religion, marital status, age, or political conviction
- to be able to freely communicate and voice alternative points of view in rational debate
- to participate in a learning environment free from sexual, racial, gender-based, or other forms of harassment
- to be provided with timely and accurate information about your course(s), enrolment, and all administrative matters
- that your personal information will be protected and only used for the purpose for which it was collected

- us to constructively receive feedback and investigate and resolve, where possible, complaints raised
- that training and assessment materials provided to you are current and relevant
- that all quality learning and assessment you receive be conducted by experienced and qualified trainers and assessors
- that Blue Tongue Training will provide necessary support and flexibility to meet your training outcomes, or discuss alternative options with you
- that any facilities and equipment provided by Blue Tongue Training are safe, and comply with workplace health and safety requirements
- to be able to provide and receive honest and constructive feedback.

### **Consequences**

Improper or unacceptable behaviour may result in action at the discretion of the CEO, which may include:

- written or verbal warnings
- suspension
- notifying external authorities such as police
- termination of your enrolment with a Statement of Attainment being issued for any completed unit(s) of competency.

Students, and other stakeholders, have the right to appeal Blue Tongue Training 's decisions through our appeals' process.

### **Certification**

Certification refers to testamurs (qualifications), record of results and Statements of Attainment.

A Statement of Attainment is issued for individual units of competency successfully completed where you are not enrolled in a qualification, such as a short course, or you have withdrawn from a qualification without fully completing it.

We will issue your certification within 30 calendar days of determining your competency, if you have:

- met the qualification requirements and been determined to be competent in all required units of competency
- successfully completed individual units of competency and/or you withdraw from the qualification
- supplied your Unique Student Identifier (USI), unless you have applied for and received an exemption

If you require a replacement copy of your certification a \$50.00 fee will apply. The replacement certification will specify that it is a replacement and include the date that the original was issued.

All certification is issued in the name of Blue Tongue Training Pty Ltd, the RTO.

### **Unique Student Identifier (USI)**

Blue Tongue Training may only issue certification to students who have supplied us with a valid USI number, or who have provided evidence in writing that they have applied for and been granted an exception.

If you do not have a USI you can create at [www.usi.gov.au/students/get-a-usi](http://www.usi.gov.au/students/get-a-usi). There is no cost to obtaining a USI.

If you have been granted an exemption from supplying a USI, you need to be aware that your results will not appear on your VET transcripts or be available to you through the USI system.

We are required to collect and verify your USI. To help us do this, you can give us access to view your USI account and your VET transcript.

Providing access to your USI account and VET transcript will enable us to verify your USI, help us process your enrolment and confirm your achievements to determine any credit. You can provide us access via the following link [www.usi.gov.au/students/give-provider-access](http://www.usi.gov.au/students/give-provider-access)

Blue Tongue Training requires all students to provide their USI on enrolment or within 14 days of submitting your enrolment form.

If you need any assistance obtaining a USI, contact us and we can help you through the process.

## Recognition

In VET, recognition refers to the processes by which your existing skills, knowledge, and experience may be assessed and formally acknowledged as being equivalent to the learning outcomes of specific VET unit of competency. There are two main types of 'recognition':

- Credit, where students who have completed relevant courses or units in the past can apply for credit, allowing them to be exempted from having to repeat the same content in their current program.
- Recognition of Prior Learning (RPL), where students with significant work experience or skills gained through non-formal or informal learning can apply for RPL. In the RPL process, evidence of their skills and knowledge is assessed against the required competencies of the VET course they wish to be recognised for.

### Credit

Blue Tongue Training will recognise and credit the achievement of any equivalent accredited unit(s) of competency or module issued by other registered educational providers. You should apply for credit in writing and submit a copy of your statement(s) of attainment or qualification (with your record of results) which we will verify with the issuing body (the organisation who issued the certification) to confirm authenticity. Your written communication should explicitly acknowledge your consent for Blue Tongue Training to obtain this verification from the issuing provider or, if you achieved the outcomes since 2015, give permission and activate access so that Blue Tongue Training may directly view your transcript on the USI Registry System.

Prior certification issued in another name must be accompanied by evidence of a name change (marriage certificate, deed poll etc).

The following credit guidelines apply at Blue Tongue Training:

- you may apply for credit at any time, but are encouraged to apply at enrolment or before commencing the course to allow amendments to your training schedule if necessary
- where the National Register identifies units of competency as 'equivalent', no charges will apply
- where the National Register indicates the units are not equivalent, or are from studies undertaken outside of VET, an assessor will undertake a mapping process for RPL and will advise you prior to commencing of the applicable administration fee
- credit will only be awarded for whole units of competency
- Blue Tongue Training will only issue credit for a unit or units of competency where they form part of a course of study where at least one or more unit is being trained and/or assessed.

## Recognition of Prior Learning (RPL)

Recognition of prior learning (RPL) is an assessment process that involves assessment of the student's relevant prior learning and experience. RPL is offered to all students enrolled at Blue Tongue Training.

All students enrolled with Blue Tongue Training who consider that they have, and can demonstrate, current skills and knowledge in any (or all) of the units of competency in the course, whether achieved through prior formal or informal training, through relevant work history or during work or life experiences may apply to have their knowledge and skills 'assessed' via an RPL process.

The RPL process with Blue Tongue Training will generally include:

- self-evaluating your eligibility and suitability to apply for the RPL process
- an assessor contacting you to discuss evidence requirements for the relevant units. It is essential that there is sufficient, authentic (can show it is your own work performance) and valid (is evidence of skills or performance that is specific to the unit) evidence for the assessor to consider and make a judgement as to whether it meets the unit requirements
- individuals collecting and submitting evidence. It is important to remember that RPL is an assessment process, not an assumption of competence
- assessor verifying the evidence presented, such as through conducting a competency conversation or similar with the individual about their evidence, knowledge and skills
- relevant testing or skills assessment tasks may need to be undertaken
- assessor reviewing the submitted evidence and notifying the individual of the decision

If you are applying for RPL for units of competency that are not the 'same' (for example, the code or title of the unit may be different, it may be from a different training package but cover similar knowledge and skills, or it may be a subject undertaken in a university course), you may be asked to supply additional information about the course content to enable an assessor to map the skills and knowledge to the unit you are applying for RPL.

If you believe you have evidence of prior learning, skills and knowledge, you should contact Blue Tongue Training to discuss with an assessor, as soon as possible after enrolment.

## Opinions, Issues and Improvements

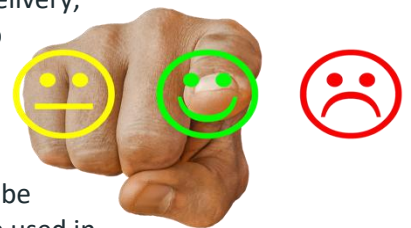
We are fully committed to constantly improving training and assessment delivery, our engagement with students, how our business is conducted and to continuous improvement. To enable us to do this effectively, your feedback about your experiences with us is very important.

You, as well as prospective students and other clients, are invited to provide your feedback on any aspect of our services at any time. Feedback can be provided in person, over the phone or in writing. All feedback received will be used in our continuous improvement cycle.

We will regularly ask for your formal or informal opinion by way of surveys or conversations.

As an RTO, we are also required to collect Student Engagement feedback (via a survey) about your experience with us and report the outcomes to ASQA annually. We would request your participation in this process, as it is a valuable source of information for us to identify areas for improvement.

NCVER (to whom we are required to supply your enrolment data) also conduct surveys on behalf of the national VET sector.



## Complaints and Appeals

It is also important that if you have an issue with our organisation's, or our third party's, training or other services or if you are dissatisfied with assessment outcomes or decisions, that we know about it (as soon as possible) and have an opportunity to work with you to resolve it.

You can access our Complaint and Appeal Policy and Complaints Form at Appendix 1 of this Handbook.

In brief, if you have a complaint, please discuss it first with the relevant person, or another staff member. If this discussion is unable to resolve the issue, or you are unable to discuss it directly, you may submit a complaint via the complaint form, email or letter to Blue Tongue Training who will commit to investigating the issue.

Whilst we would prefer the opportunity to work with you to satisfactorily resolve issues, if you have a complaint about us, or if you believe we are not, or have not met, our obligations you may submit a complaint to ASQA at [asqaconnect.asqa.gov.au](mailto:asqaconnect.asqa.gov.au).

*If you are a student and have a complaint about a training provider, your first step should be to use the provider's own complaints and appeals process.*

*If you are not satisfied with a training provider's response to your complaint, or if you believe a training provider is not meeting their obligations, you are welcome to tell us about your concerns.*

*Please note: We do not facilitate students to appeal assessment outcomes with their training providers. We do not help to resolve disputes between students and training providers. If you provide us with feedback about a training provider, we usually will not advise you about actions we take or the outcome of any investigation.*

*ASQA.gov.au*

The commonwealth government also provides students with access to a National Training Complaints Hotline on 13 38 73 which is open from 8am to 6pm Monday to Friday or by completing a Complaint Template available from [www.education.gov.au/email-complaints](http://www.education.gov.au/email-complaints).

## You're Good to Go!

We encourage you to maintain this Student Handbook for the duration of your study with us and refer to it as needed.

Remember, if you have any questions at all, please contact us.

You can email us at

[training@blue-tongue.com.au](mailto:training@blue-tongue.com.au) or  
phone 08 6365 1860.

We want your learning experience with us to be satisfying and rewarding.



## Appendix 1 – Complaint and Appeal Policy, Procedure and Form

##### Overview

Blue Tongue Training is committed to providing an effective, efficient, timely, fair and confidential complaint and appeal procedure, and aims to:

- ☐ foster a culture that welcomes complaints as a valuable opportunity to improve organisational or academic processes or products
- ☐ ensure that complaints are resolved promptly, objectively, fairly, with sensitivity and confidentiality
- ☐ ensure that both corrective and preventative actions are implemented to prevent recurrence of issues.

**Disputes and complaints** may include (but are not limited to) issues about stakeholder experiences with Blue Tongue Training's policies, practices, facilities, staff, third parties or other students.

**Appeals** may include:

- ☐ decisions relating to assessment decisions and outcomes, or
- ☐ decisions made by Blue Tongue Training in relation to the resolution of disputes or complaints.

This policy applies to all complaints and appeal matters from students, potential students, and other stakeholders, and includes an informal process, and a two (2) stage formal process including:

- ☐ Stage 1 – Lodging a formal dispute or complaint or appeal about an assessment decision, and
- ☐ Stage 2 – An appeal process (including independent review)

##### Application

General principles applying to all stages of this complaints and appeal procedure will be adhered to by Blue Tongue Training and are outlined as follows:

- ☐ Blue Tongue Training will ensure that all informal or formal disputes, complaints

and appeals, will be treated with sensitivity and respect (we want to resolve issues with you).

- ☐ Anonymous complaints will be investigated but complainants will be encouraged to access the informal or formal processes to enable a thorough investigation and resolution process
- ☐ A dispute, complaint or appeal may be made via email, letter, via an interview or verbal conversation with a Blue Tongue Training staff member or via our Complaint and Appeal Form
- ☐ Complainants and appellants are encouraged to supply sufficient information, supporting evidence and the desired outcome to resolve the issue(s)
- ☐ The principles of natural justice and procedural fairness will be applied throughout the complaints and appeals process. This means we will listen to all parties involved in a complaint without bias and decisions will be based on evidence
- ☐ The complainant or appellant and the respondent, if relevant, will have the opportunity to present their cases at each stage of the procedure and provided with reasonable notice to prepare, including timelines for providing relevant evidence
- ☐ The complainant or appellant and the respondent have the option of being accompanied by a support person, if they so desire
- ☐ The complainant will not be discriminated against or victimised for making a complaint or appealing a decision
- ☐ All parties to a complaint and/or appeal will have an opportunity to confirm or agree to, or correct discussions or interpretations of discussions or agreed actions
- ☐ Where Blue Tongue Training considers that the issue may not be able to be

resolved within 60 calendar days the complainant or the appellant will be notified in writing of the reasons and will be regularly updated on the progress of the matter

- All stages of complaints, appeals, discussions and outcomes will be recorded and improvements made to avoid future systemic or recurrent issues
- Records will be securely kept for a period of five years
- Reasons and an explanation for decisions and actions taken as part of this procedure will be provided in writing.

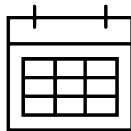
#### Procedure

In the first instance complainants (or appellants if dissatisfied with an assessment decision) are encouraged to discuss the matter(s) directly with Blue Tongue Training staff or person/s involved.

Where possible, disputes should be managed and resolved informally.

#### Stage One

If the issue cannot be satisfactorily resolved informally, the complainant should submit a 'formal' complaint to Blue Tongue Training. Whilst there is no time limit for making a complaint, it is recommended to do so as soon as possible to enable Blue Tongue Training to resolve the issue(s), and ensure evidence is available.



Students lodging an appeal about an assessment outcome must do so within ten (10) business days of

being notified of the initial decision.

Blue Tongue Training will acknowledge receipt of the complaint or appeal in writing, within five (5) business days.

Blue Tongue Training will determine the outcome and advise the complainant in writing of their decision within ten (10) business days of receipt of the complaint.

All complainants will be advised of their right to access stage two of this procedure if they are not satisfied with the outcome of stage one.

#### Stage Two

If a complainant is not satisfied with the outcome of stage one, they may lodge an appeal within ten (10) business days of notification of the decision.

The appeal will be investigated by the CEO and, at least one other independent and impartial person with relevant RTO, Vocational Education and Training (VET) and/or industry relevant expertise appropriate to the nature of the issue.

The CEO and/or the independent person will review the processes, conduct necessary consultations with the appellant and other relevant persons, seek additional evidence if required, make a determination and advise the appellant in writing of the appeal outcome within twenty (20) business days of the receipt of the appeal.

Blue Tongue Training agrees to abide by decisions of the independent person.

The appellant will be advised of their right to progress, at their own expense if applicable, their concerns if they consider the matter unresolved.

#### External complaint resources

If the appellant is not satisfied with the outcome of Blue Tongue Training's decision they may contact the commonwealth government's National Training Complaints Hotline (NTCH) on 13 38 73 or submit a complaint via the



National Training Complaints Hotline  
Complaint Template available from  
[www.dewr.gov.au/national-training-complaints-hotline](http://www.dewr.gov.au/national-training-complaints-hotline). The NTCH will refer complaints to the most appropriate authority but will not investigate complaints or advocate on behalf of complainants.

Similarly, the VET regulator, the Australian Skills Quality Authority (ASQA) accepts complaints about training providers through asqaconnect portal at [asqaconnect.asqa.gov.au](http://asqaconnect.asqa.gov.au). ASQA will not facilitate students to appeal assessment outcomes with their training providers or help to resolve disputes between students and training providers. ASQA may investigate the compliance of the RTO with the required Standards and take regulatory action if necessarily. They will usually not advise complainants about actions they take or the outcome of any investigations.

Blue Tongue Training is committed to ensuring that issues are attended to promptly, efficiently and effectively.

If you prefer to lodge your formal complaint or appeal in person or need any further assistance, contact a staff member. You may add additional pages if the spaces in this form are insufficient.

### Section 1 Contact Details

|                               |                                                                                                                                                                                                          |                                       |                                                                                                   |
|-------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------|---------------------------------------------------------------------------------------------------|
| Complainant or Appellant name |                                                                                                                                                                                                          | Date                                  |                                                                                                   |
| Email                         |                                                                                                                                                                                                          | Phone                                 |                                                                                                   |
| Postal address, if relevant   |                                                                                                                                                                                                          | How would you like us to contact you? | <input type="checkbox"/> email<br><input type="checkbox"/> phone<br><input type="checkbox"/> mail |
| Is this a:                    | <input type="checkbox"/> Complaint <input type="checkbox"/> Appeal against a decision<br><input type="checkbox"/> Appeal against an assessment decision <input type="checkbox"/> Other: Please indicate. |                                       |                                                                                                   |

### Section 2 Details of complaint or appeal or reasons for review of decision

Describe the nature of your complaint or appeal. Please provide as much information as possible such as dates, times, places, any people involved, or relevant background information including special circumstances, to enable us to fully investigate the matter.

Ensure that you provide copies of all supporting evidence.

Have you taken any actions to resolve the issue? ☐ Yes ☐ No

If yes, what actions did you take?

Have you discussed the issue with any staff members? ☐ Yes. ☐ No.

Name: \_\_\_\_\_ Date \_\_\_\_\_

Briefly describe what was discussed.

How do you think this issue can be resolved and what outcome(s) are you expecting or seeking from this complaint or appeal?

I confirm that the information I have provided about this issue is true and accurate.

Signature:

Date:

*To be signed by the person making the complaint / appeal.*

#### Section 3 Blue Tongue Training Use

|                                          |                                                                                                                                |                         |  |
|------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|-------------------------|--|
| Complainant's name                       |                                                                                                                                | Date received           |  |
| Reference number                         |                                                                                                                                |                         |  |
| Complaint received by                    | <input type="checkbox"/> email <input type="checkbox"/> mail <input type="checkbox"/> in person <input type="checkbox"/> phone |                         |  |
| The complainant has been acknowledged by | <input type="checkbox"/> email <input type="checkbox"/> mail <input type="checkbox"/> phone                                    | Date of acknowledgement |  |
| Staff member name                        |                                                                                                                                |                         |  |
| What action is required?                 |                                                                                                                                |                         |  |
| Was it resolved with this action?        | <input type="checkbox"/> Yes <input type="checkbox"/> No      What further action is required?                                 |                         |  |
| Comments                                 |                                                                                                                                |                         |  |
|                                          |                                                                                                                                |                         |  |
| Complaint entered into register          | <input type="checkbox"/> Yes <input type="checkbox"/> No                                                                       | Date                    |  |
| Actioning officer                        |                                                                                                                                | Date                    |  |

Should the complaint or appeal be ongoing, all relevant contact and conversation between the complainant or appellant, Blue Tongue Training Pty Ltd and any third party must be documented and stored in the complainant's/appellant's file.

Complaints and appeals information / evidence will be retained securely with all supporting documentation for 5 years.