



Student Handbook





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CEO Message

Thank you for choosing Buyers Agent Training as your training provider, and allowing us to play a role in your learning journey.

We pride ourselves on excelling flexible learning and providing you with the best experience possible to attain your learning goals. We hope you are looking forward to your learning and making a lot of new friends along the way. We are here to help you make the most of your learning. We aim to deliver high quality, innovative and engaging training that is relevant to students, employers and industry. Our commitment to continuous improvement means we are constantly developing and improving new resources, processes and facilitation methods to remain ahead in technology and industry standards. The purpose of this handbook is to provide you with a quick reference about training programs, policies and processes, roles and responsibilities guiding you through your learning experience with Buyers Agent Training.

Thank you for considering training with Buyers Agent Training. I look forward to hearing of your achievements and providing support where I can. I trust you will enjoy your time with us and wish you every success in your learning.

Kartik Gupta

About Us

Studying Through Buyers Agent Training.

Buyers Agent Training aims at providing training across all sectors of industry to promote and develop the management skills within candidates.

Buyers Agent Training aims to be connected with Industry/ students and trainers and always act as a connecting link between these parties. In this cycle Buyers Agent Training will obtain feedback/ comments/ suggestions from industry. Pass on to the academic team to adapt in training and assessment strategies and practices at Buyers Agent Training so that they deliver most appropriate skills to the students enrolled at Buyers Agent Training. This will assist the students to get placed in the industry directly once they achieve the desired skills and knowledge at Buyers Agent Training.





*Please note though Buyers Agent Training will make all efforts that majority of their students get placed within their industry or grow within their existing jobs by studying at Buyers Agent Training, but Buyers Agent Training does not guarantee a placement as an outcome of the course.

Our Campus & Contact Details

Campus Address:	Level 5, 21 Victoria Street Melbourne 3000
Office Hours Contact No	+61 403 519 100
24/7 Emergency Contact No:	+61 403 519 100
Email:	info@bat.edu.au
Business Hours:	Monday to Sunday From 8:00 am to 9.30pm



If you require support or assistance with your course or aspects of your stay in Australia, please contact either Student Support Officer or CEO who will assist or direct you to the appropriate support. If you are



having trouble contacting any of these persons, please make an appointment through reception. Contact reception on +61 403 519 100.

If you require urgent assistance to do with your course and it is after 5.00pm call the number below. After Hours Emergency: +61 403 519 100.

*NOTE: If your emergency is related to an accident, fire or you are in danger, please call "000"

If you are not well or have hurt yourself, you will need to either go to hospital or the nearest medical centre to you.

Below are the emergency and general services contact details for services available near your campus.

Our Campus Facilities

- Well lighted training rooms
- Free Wifi at campus; login details will be provided at Orientation
- Student Break area
- Easily accessible via public transport;

Emergency Telephone Numbers:

Police, Fire, Ambulance	Dial 000
Department of Home Affairs	Dial 131 881
Hospital	St. Vincent's Public Hospital Melbourne Address: 41 Victoria Parade, Fitzroy VIC 3065 Hours: Open 24 hours Emergency department: Open 24 hours Phone: 0392312211

<p>Police Station</p>	<p>Melbourne East Police Station Address: 202 Bourke St, Melbourne VIC 3000 Phone: 0396371100</p>
<p>Medical Centre</p>	<p>La Trobe St Medical Address: inside TerryWhite Chemmart, Shop 152C/211 La Trobe St, Melbourne VIC 3000 Located in: First Floor, Melbourne Central Phone: 0396500023 Melbourne City Medical Centre Address: 68 Lonsdale St, Melbourne VIC 3000 Ph: 0396399600</p>
<p>Pharmacies</p>	<p>Terry White Chemmart Melbourne Central Located in: Floor LG, Melbourne Central Address: Shop 152C, 211 La Trobe Street between STARBUCKS & FOSSIL Stores Level 1, Melbourne Central Shopping Centre, Melbourne VIC 3000 Phone: 0396508850 Victoria Market Pharmacy Address: 523 Elizabeth St, Melbourne VIC 3000 Located in: Queen Victoria Market Phone: 0393297703</p>
<p>Transport</p>	<p>Melbourne Central Address: Melbourne VIC 3000 Status: Railways in Melbourne Station status: Railways in Melbourne</p>

<p>Nearest Metropolitan Train Stations:</p>	<p>Melbourne Central</p>
<p>Local taxi companies</p>	<p>Premium Taxis Address: 101 Collins St, Melbourne VIC 3000 Phone: 0428042828 Website: http://premiumtaxis.melbourne/</p> <p>VIC Maxi Cab Address: 104 Lygon St, Carlton VIC 3053 Website: http://vicmaxicabmelbourne.com.au/ Phone: 0433962799</p>
<p>Automated Teller Machines (ATMS)</p>	<p>Suncorp Bank ATM Address: 211 La Trobe St, Melbourne VIC 3000 Located in: Melbourne Central 131155 ATM Melbourne Central 3 Address: 211 La Trobe St, Melbourne VIC 3000 Located in: Floor LG, RMIT University Melbourne City Campus 1300785258</p>
<p>Libraries</p>	<p>Public Libraries Victoria Address: 12/60 Collins St, Melbourne VIC 3000 Website: http://www.plv.org.au/</p> <p>State Library Victoria Address: 328 Swanston St, Melbourne VIC 3000</p>

	<p>Website: https://www.slv.vic.gov.au/</p> <p>Phone: 0386647000</p>
Internet Cafes	<p>Genesis Internet Café</p> <p>Address: Level 3/261 Little Lonsdale St, Melbourne VIC 3000</p> <p>Phone: 0386390165</p> <p>MC Internet 2</p> <p>Address: Level 1/41-45 A'Beckett St, Melbourne VIC 3000</p>
Stationery supplies and printing services	<p>Officeworks Russell St, Melbourne</p> <p>Address: QV Centre, Russell St, Melbourne VIC 3000</p> <p>Phone: 0386656400</p>
External Counsellor	<p>Victorian Counselling & psychological Services (VCPS)</p> <p>VCPS has about 40 practitioners including registered psychologists, psychiatrists and provisional psychologists and counsellors who specialise across all areas of psychology including mental health, stress management and academic performance. VCPS has a diverse and experienced team of clinicians.</p> <p>VCPS offers both in person and telehealth video sessions all across Australia and aims to provide the best quality care possible. VCPS's intake team offers triage solutions to help new clients find the most suitable match in order to help smoothen their clinical journey.</p> <p>Melbourne CBD</p> <p>Queen Victoria Building, 23 QV Terrace, 292 Swanston Street, Melbourne 3000</p> <p>Phone (03) 9419 7172</p> <p>https://vcps.com.au/</p> <p>Telehealth video conferencing</p>



	<p>Video conference sessions are available to anyone, anywhere</p> <p>Note: Please note external counselling services will incur a fee; please contact the counsellor and confirm prior to booking</p>
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Key highlights of this Handbook:

This handbook is developed to provide you with pre-enrolment information and to help guide you through the duration of your study. It contains information about relevant and important processes and procedures, which directly affect you and helps us maintain our high standard of education delivery.

The purpose of this Handbook is to provide you with all the information you need to know about studying with Buyers Agent Training and living in Australia. This handbook provides you with the information you need to know about what courses are available and how to apply to study, a guide to applying for your visa, approximate costs of living in Australia, services, emergency numbers and more. Additionally, what to do when you arrive at the airport, as well as other important information such as working in Australia, options for accommodation, bringing family, schooling for children and so much more.

The first section of this Handbook details the proposed course Buyers Agent Training offers, how you can apply, including how to apply for your visa. There is further information about arriving in Australia. There is further information about arriving in Australia, as well as an introduction to living and studying in Melbourne.

*NOTE: Details re living expenses, transport and general expenses are a guide only. All expenses are an average and are dependent on location, distance from the city and common bi laws.

During your orientation program, you will be provided with further information and tips to help you to adjust to studying and living in Australia.

For additional information about living and studying in Melbourne you can visit www.studyinaustralia.gov.au The web site includes a useful guide about studying and living in Australia that you can download.

Please take some time to read this handbook and familiarise yourself with the content.

Key highlights of Buyers Agent Training:

The Buyers Agent Training is conveniently located in the newly developed office building with an easy access from the Melbourne Central train station. We strive to provide the best possible equipment, learning environment, relevant curriculum, teachers and trainers that are highly qualified with current industry experience to ensure that you get a qualification that is highly regarded by industry.



ESOS Framework:

The Australian Government wants international students to have a rewarding, enjoyable and safe experience when they come to Australia to study. Australia's education and training system offers high quality services and protection for international students to ensure they make the most of their time here. Australia offers all levels of education to international students—from school (with some limitations depending on age and support from their family in Australia), through foundation and English language intensive courses, to vocational education and training (VET) and higher education. The laws that protect international students form the Education Services for Overseas Students (ESOS) framework. They include the Education Services for Overseas Students Act 2000 and the ESOS National Code. The Education Services for Overseas Students Act 2000 (ESOS Act)—and associated legislation—form the ESOS Framework. All associated legislations can be accessed at :

<https://internationaleducation.gov.au/regulatory-information/education-services-for-overseas-students-esos-legislative-framework/esos-regulations/pages/default.aspx>

More information at: <https://docs.education.gov.au/system/files/doc/other/esosstudentfactsheetv3.pdf>

Our Scope

Scope of Registration

Code	Course Name	Delivery Mode
BSB50420	Diploma of Leadership and Management	Face to Face

Refer to detailed course outline at www.bat.edu.au.

Assessment strategy

Trainers and assessors will be provided with Buyers Agent Training’s assessment policies and procedures, including reassessment opportunities and assessment appeals. Assessors will be required to review them and clarify any areas of uncertainty with the academic manager before conducting assessments.

The trainer/assessor will be required to explain students about the context and purpose of the assessment and the assessment process, explain the units of competency to be assessed and the evidence to be collected, provide students with a due date for each assessment task, set time limits for assessments. All assessors are provided with a trainer and assessor user guide as listed above which details the time limits for relevant tasks.

Trainer/assessor will assess the needs of the student and where applicable, negotiate reasonable adjustment for assessing students with individual needs, provide additional learning material where gaps are identified in either the participant’s underpinning knowledge or skills.

Assessment tasks:

- Reflect real-life work tasks.
- Are required to be performed within industry-standard timeframes as specified by assessors in relation to each task.
- Are assessed using assessment criteria that relate to the quality of work expected by the industry.
- Are performed to industry safety requirements as relevant.
- Utilise authentic workplace documentation.
- Require students to work with others as part of a team.
- Require students to plan and prioritise completing work tasks.
- Involve the use of standard, workplace equipment such as computers and software.

- Ensure that students are required to consider workplace constraints such as time and budgets.

Assessment conditions will ensure a simulated workplace environment.

Learning support time for consultation with trainer/assessor may be allocated to allow students to revise their learning or understanding, perform any required tasks, practice their skills, reinforce their knowledge and prepare themselves for the assessments.

- Assessments are supervised and are scheduled to be completed in class.
- In-class project time and group activities will be scheduled to support the assessment process.
- Practical assessment tasks will be provided to address required skills and applicable performance criteria.
- Students will be required to allocate additional self-study time towards preparation, private study, homework, research and preparation of assignment work. This is indicated in the Training and Assessment schedule and will be informed to students at the start of every unit.

Assessment methods:

- A range of assessment methods employed by Buyers Agent Training ensures that assessments are fair, valid, reliable and reasonable while ensuring that Buyers Agent Training meets the requirements of the relevant Training Package and the rules of evidence. Assessments for this course have been designed for classroom-based face-to-face delivery and assessment.
- Based on the assessment methods for each unit of competency, assessment styles incorporated by Buyers Agent Training include a range of assessment tasks such as knowledge questions; research tasks; assessor observations; projects, which may include case studies, round tables and project portfolios; role-plays; undertaken at prescribed assessment schedules. Tasks will require in-class work to evidence aspects of skills and knowledge as well as ensure a consistent approach to the unit of competency through continuous engagement and feedback.
- Knowledge questions are designed to help the student demonstrate the knowledge which they have acquired during the unit
- Research tasks are used in two ways. The first is to assess the student's ability to conduct and analyse research/gather information and is in response to performance criteria or performance evidence. The second is to assess the student's knowledge and is generally in response to knowledge evidence.

- Assessor observations are used where the unit of competency requires that the student must be observed demonstrating the skills and knowledge that they have acquired during their course. These observations will be in person.
- Projects are provided to help students demonstrate the knowledge and skills that they have developed during their course. Supporting templates and resources, including project portfolios, are provided to the student and marking guidance is provided to the assessor.
- Round table discussions will be used for students to discuss their own real experiences and apply them in the context of the case study. Even though students may be participating in a project based on a case study business, they have a wealth of knowledge, experience and skills that they have each gathered over the course of their lives that can be reflected on and applied in discussion with their peers and fellow students. These can then be discussed and applied to the project they are working on, making it more industry realistic.

For students who have been assessed as Not Yet Competent (NYC), the following options will be available:

ASSESSMENT FEEDBACK: Trainers/assessors will provide assessment feedback to students and advise how they can improve their performance. Further evidence for assessment might be required if the student has partially completed the assessments and some of the works/assignments can be corrected or completed for resubmission. To be eligible for resubmission, the student must participate in learning and classroom activities and undertake the given assessment tasks. Resubmission is an informal process and can be arranged between student and trainer/assessor through mutual understanding.

REASSESSMENT: If a student does not qualify for resubmission or is still deemed Not Yet Competent (NYC) after the resubmission, they will need to go through the reassessment process. To qualify for reassessment the student must have completed and submitted the required assessments for the unit of competency as per the unit assessment schedule. Student will get three reassessments attempt, without any additional penalty/ fee.

However, if after 3 attempts have not resulted in a Competent “C” outcome. Separate assessment sessions may need to be organised under supervision for assessment tasks.

Reassessment will occur only for those assessment tasks in which the student is deemed NYC. Reassessment is a formal process and student must apply for reassessment through *Request for Reassessment Form* available from the reception. ON approval and payment of reassessment fees, a reassessment schedule will be advised.



If still failed in three reassessment attempts, the student will need to repeat (re-sit) the unit.

RESIT (or Repeat): The student will need to re-sit the unit in the following term/semester if they are not deemed eligible for any of the above post-assessment options; i.e., both the options of resubmission and reassessment have been exhausted. The student will also need to re-sit the unit if the result from reassessment is still Not Yet Competent (NYC). Re-sit may result in extension of course duration and may affect student's original completion date of the course. Student will need to pay a pro rata fee of the course fee to resit for the unit. Student should contact the admin department if he/she remains NYC after 3 attempts of reassessment. Admin team/ student support officer will liaise with accounts and academic team and issue the special training plan and the invoice for the resit attempt to the student. Student will be advised if there is a need to amend the COE at this stage.

If a course is extended by an academic term, a pro-rata term fee based on total course fee will apply as per the course fees specified in the International Student Agreement.

Resit mean repeating the entire unit of competency. Resit is a formal process and student will be advised of their resit options once all the term results are published. In the event where a student has been deemed NYC in 50% or more units within a study period, they will be asked to attend a course progress interview and go through the course progress process according to college's *Course Progress Policy*.

LATE SUBMISSION FEE: A late fee of \$100 per unit will be charged if students fail to submit assessments on due dates.

ABSENTEES: Students are absent of the day of the assessment without prior approval or a valid reason (e.g. medical certificate) will be marked Not Yet Competent and will be subject to college's *Course Progress Policy*.

Appealing assessment decision:

A student may appeal against a decision in writing to the Academic Manager within seven (14) days of publication of the final results.

If the appeal is in respect of an assessment or an outcome from the reassessment process, a review of available information/data is conducted within a reasonable timeframe by the course coordinator in consultation with CEO. The appellant will be given the opportunity to formally present his/her case. This is designed to ensure fairness and consistency and underpins the continuous improvement process.

If the appeal is to dispute the outcome of a complaint other than an assessment, the appeal will be scheduled to be heard by an independent person or panel, inviting the appellant to formally present his/her case.

Upon a decision being made, the appellant is provided with a written statement of the appeal outcomes, including reasons for the decision. Please refer to the Complaints & Appeals Policy for further details

Assessment

Examinations/ Course Assessments and Results

You are entitled to sit for your assessment in conditions, which are free of disruption from supervisors and other students, except where the supervisor is conveying information relevant to the conduct of the assessment. If you engage in disorderly, offensive or aggressive conduct towards the supervisor or other students, you can be told to leave the assessment room/area and may be deemed 'not competent' in the assessment by Buyers Agent Training.

Malpractice is where any action taken by a person gives that person, or another person, an unfair advantage, or disadvantages another person in any assessment situation, including an examination.

If you engage in malpractice, such as copying, using unauthorised notes or aids, or exposing your worked papers so that another student may copy them, you will be liable to disciplinary action. The penalties for malpractice in an assessment range from the issuing of a 'not competent' result in the subject being assessed, to exclusion from Buyers Agent Training courses for a specific period.

Referencing

Referencing demonstrates that the student has read the issued material or has undertaken their own research in other sources. Failure to reference appropriately is considered unethical academic behaviour and will result in a student's work not being accepted.

Students should understand that assignment and project work submitted for assessment must consist of original effort. It is insufficient to simply copy work from other sources and submit it, even if those sources are appropriately acknowledged. Work submitted by a student must have an original component.

The following are examples of plagiarism where a student intentionally does not acknowledge or reference an author or source:

- Direct copying of paragraphs, sentences, a single sentence or significant parts of a sentence
- Direct copying of paragraphs, sentences, a single sentence or significant parts of a sentence with an end reference but without quotation marks around the copied text
- Copying ideas, concepts, research results, computer codes, statistical tables, designs, images, sounds or text or any combination of these
- Paraphrasing, summarizing or simply rearranging another person's words, ideas, etc., without reference or explanation
- Offering an idea or interpretation that is not one's own without identifying whose idea or interpretation it is
- A 'cut and paste' of statements from multiple sources
- Presenting as independent, work done in collaboration with others
- Copying or adapting another student's original work into a submitted assessment item
- Copying or adapting a student's own work submitted in a previous essay or assessment

Alternatively, there will be instances when a student unintentionally fails to cite sources or to do so adequately. Careless or inadequate referencing or failure to reference will be considered poor practice. Where careless referencing is identified, the student will be required to correct the error and resubmit an assignment.

How to reference

At Buyers Agent Training, students are to be encouraged to apply the Harvard Referencing System in-text citation. This approach requires three pieces of information about a source within the text of the students work. This information is:

- the name of the author or authors
- the year of publication
- the page number

Examples

Citations may be placed at the end of a sentence (before the concluding punctuation) in brackets, e.g.:

To succeed, the team will rely on both task process and group process (Dwyer, Hopwood 2010, p. 239)

A reference may be placed in the text to integrate the author's surname into the sentence, followed by the year of publication and page number, in brackets, e.g.:

Dwyer and Hopwood (2010, p. 239) identify that to succeed, the team will rely on both task process and group process.

Reference List

At the end of the students work, a List of References must be included. This should include all the books, journal articles and other sources of information you have used to research your assignment. The reference list should be laid out alphabetically and the title of the source should be italicised. Each reference must include:

- the name of the author or authors
- the year of publication
- the title of the publication
- the edition of publication
- the publisher
- place of publication

Example

Dwyer, J and Hopwood, N, 2010, *Management Strategies and Skills*, Sydney, McGraw Hill Australia

Common Knowledge

In every field, there is a body of knowledge and material that has become part of the public domain and which can be drawn on without specific acknowledgment. Common knowledge includes facts that are generally known, such as common facts of history, common sense information, accepted folklore and aphorisms that have been adopted as part of common English language.

As examples, it would not be necessary to reference the following:

- That John Howard was the Prime Minister of Australia (common fact of history)
- That humans need food and water for survival (common sense observation)
- That the "Bunyip" is a man-eating Australian animals that live in water-holes, swamps and creeks (accepted folklore)

Cheating

A student/trainee shall not cheat or attempt to cheat in any assessment.

A person whether a student or not, shall not do anything intended to assist any other person sitting an assessment to cheat or otherwise defeat the purpose of the assessment. Where a supervisor believes that a student/trainee is cheating, the student will be instantly informed of such but allowed to finish the assessment. The assessment supervisor is to prepare a written report on the alleged cheating and attach the report to the student's assessment paper. The matter should then be referred to the Chief Executive Officer for appropriate action as outlined in disciplinary action.

Plagiarism

In the case of suspected plagiarism the staff member will report the incident to the AM. The AM, in consultation with the staff member will determine if the plagiarism has resulted from poor academic practice or was intentional. This preliminary step may involve an informal interview with the student.

The AM and staff member will:

- consider the extent of the plagiarism (noting that the more extensive the plagiarism, the more likely it was intentional)
- review the course profile and other information provided to students by the Trainer to determine if adequate information had been given
- identify if the student has been previously warned of plagiarism
- determine whether the student is new to adult vocational education and training (it would be expected that continuing students would be more likely to understand plagiarism and its consequences).

If the above factors have been considered and it has been determined that the plagiarism has arisen from poor academic practice, the student is to be requested to revise the work and resubmit it for the assessment.

If, after consideration of the above factors it is determined that the plagiarism was intentional, the student's work is not to be accepted and the student is to be issued with an alternative assessment assignment to complete. The student is to be given a formal warning (in writing) by the AM explaining the seriousness of the incident and the consequences if the student is found to plagiarise again.



Students who commit plagiarism after being formally warned are to be cancelled on Academic Misconduct from the program they are enrolled.

Appeals against decisions regarding plagiarism will be managed as per the compliant and appeals policy of Buyers Agent Training.

Misconduct

Misconduct of a Student/Trainee is any behaviour which:

- Disrupts the learning of others
- Prevents staff members from performing their duties
- Endangers the health and safety of staff or students/trainees
- Interferes with the conduct of Buyers Agent Training operations

The following examples of behaviour would constitute misconduct if a student/trainee participated in the following:

- Vandalism / Theft
- Defaced equipment, furniture or fixtures on premises under the control of Buyers Agent Training
- Was caught stealing

Safety / Hygiene:

- Did not wear appropriate safety clothing or used safety equipment inappropriately
- Refused to follow safety or hygiene regulations

Failure to Comply with Directions:

- Refused to obey emergency procedures
- Smoked a cigarette in a non-smoking designated building
- Refused to obey teacher/supervisor direction when given for safety of class
- Disrupted others learning

Cheating / Plagiarism:

- Was caught cheating in an assessment/examination
- Plagiarised another person's work

**Verbal Abuse:**

- Shouted at a member of staff, student or other person
- Used inappropriate or offensive language, signs or body gestures
- Used language to threaten a member of staff

Physical abuse:

- Became involved in a physical argument
- Became involved in a behaviour not appropriate to surroundings
- Used physical threatening actions to intimidate or assault another student or a staff member

Alcohol / Drugs:

- Drinking an alcoholic drink on premises under the control of Buyers Agent Training
- Intoxicated and disorderly on premises under the control of Buyers Agent Training Engaging in the taking or selling of drugs

Weapons:

- Carried a weapon on their person on premises under the control of Buyers Agent Training
- Used an object as a weapon to threaten or intimidate another person on premises under the control of Buyers Agent Training

Exposure / Decency:

- Acted in a lewd way
- Engaged in sexual behaviour

Misconduct is a disciplinary offence and includes but is not limited to:

- Willfully obstructing or disrupting any Buyers Agent Training meeting, activity, class or assessment
- Willfully carrying out behaviour that may be detrimental to the health and safety of other students/trainees or staff
- Any form of harassment, whether based on gender, race, age, sexual preference or religious belief
- Willfully damaging, or wrongfully dealing with, any Buyers Agent Training property or the property within premises under the control of Buyers Agent Training personnel
- Assaulting or attempting to assault any person within Buyers Agent Training

- Drunken and disorderly behaviour on premises under the control of Buyers Agent Training
- Cheating and plagiarism
- Making a false representation as to a matter affecting student/trainee status
- Breach any rules relating to conduct of assessment
- Any indictable offence which impinges on Buyers Agent Training operations
- Possession of prohibited or dangerous articles
- Breaching Workplace Health & Safety responsibilities

Disciplinary Action

Disciplinary action will be taken and you may be penalised if you act in a way contrary to the student rules as set out in this Handbook.

You can appeal against certain penalties. (Refer to Complaint Procedure and/or Appeal Procedure) Your penalty might then be reduced, removed, or increased.

Consequences of Misconduct:

If the student has acted in, or engaged in any misconduct other than 'Serious Misconduct' the following steps shall be taken.

In the **1st instance** (a first offence) a verbal warning shall be issued and counselling shall be provided to the student/trainee advising of the repercussions of their actions should they continue. A record of this verbal warning and counselling shall be documented, dated and signed by the person issuing the warning/counselling and also the student/trainee receiving the disciplinary action and this record shall be placed in the student file.

2nd Offence – A Formal written warning will be issued to the student/trainee advising them of impending removal of academic privilege if the behaviour continues and there is a need to discipline a 3rd time. A record of this written warning shall be documented, dated and signed by the Chief Executive Officer, the person issuing the warning/counselling and also the student/trainee receiving the disciplinary action and this record shall be placed in the student file.

3rd Offence will result in the removal of academic privilege by Buyers Agent Training. The student/trainee will be advised of the time to attend a meeting with the Chief Executive Officer and the person issuing the disciplinary action. The student/trainee will be provided with the reason for this



disciplinary action in writing, and any comments the student/trainee makes in relation to the misconduct should be documented. A copy of this record shall be dated and signed by the Chief Executive Officer, the person issuing the disciplinary action and also the student/trainee receiving the disciplinary action and this record shall be placed in the student file.

If the student has acted in, or engaged in any 'Serious Misconduct' the following steps shall be taken:

- The student / trainee shall be immediately suspended for 24 hours from attendance at class.
- The supervisor/trainer shall advise the Chief Executive Officer immediately and provide a written statement, which details the circumstance of the student/trainee suspension.
- The student/trainee will be advised of a time to attend a meeting with the person issuing the disciplinary action and the Chief Executive Officer.
- The student/trainee will be provided with the reason for this disciplinary action in writing, and any comments the student/trainee makes in relation to the misconduct, along with the disciplinary action taken as a result should be documented. A copy of this record shall be dated and signed by the Chief Executive Officer, the person issuing the disciplinary action and also the student/trainee receiving the disciplinary action and this record shall be placed in the student file.
- The student/trainee shall also be advised in relation to their right of appeal against certain penalties.
- The Chief Executive Officer shall give the student/trainee a reasonable opportunity to be heard in relation to the misconduct and may then either:
 - Modify or dismiss the charge
 - Reprimand and warn the student/trainee against repetition of the breach of discipline
 - Suspend the student/trainee for a period not exceeding 14 days, which shall include any period of suspension.
 - Remove Academic Privilege

Admissions & Enrolment

Getting Started

If you are applying through an education agent, please ensure its an authorised agent of Buyers Agent Training. The list of authorized agents will be regularly updated on our website www.bat.edu.au.

However, please note Buyers Agent Training does not have any approved authorized agent as of date. If you wish to apply for admission please contact us directly in college , please email info@bat.edu.au.

For information on our courses and other information please visit our website www.bat.edu.au.

General entry requirements

Buyers Agent Training will accept applications from all students who meet the entry requirements published in the course information. Applications are accepted on a first come, first served basis but if a course is full, you will be offered a place in a course starting at a later date.

To apply to enrol in a course, please contact us to express your interest. You will be referred to download the Course Outline as well as Enrolment Form from the website to complete. You will also need to provide evidence that you meet the Entry Requirements of the course (as indicated on the Course Outline) such as verified copies of qualifications, identification including your passport, schooling and valid evidence of English Language level such as IELTS or TOEFL.

If you are applying for Credit, you should indicate this on your enrolment and supply certified copies of your transcripts so we can assess your application for Credit. See the section on Credits in this Handbook below.

Once you have completed your enrolment form and gathered all the necessary evidence, send it to info@bat.edu.au. You will be contacted within 10 days to discuss your suitability and arrange an Initial Skills Assessment if you meet the entry requirements. In the initial skills assessment college will assess if the selected course is suitable to your existing skills and knowledge. This is done to ensure that your selected course is suitable for your future career pathway and is in line with your existing skills.

If your application is approved you will be provided with a Written Agreement that outlines the Terms and Conditions of your enrolment with Buyers Agent Training. You must keep a copy of this for your own records.

You will then be required to pay your deposit and provide any additional evidence before finally receiving your electronic Confirmation of Enrolment letter (eCoE) as well as further information about your first training session and anything you need to bring or prepare prior.

Admission Requirements; (Refer to website for each course information session)

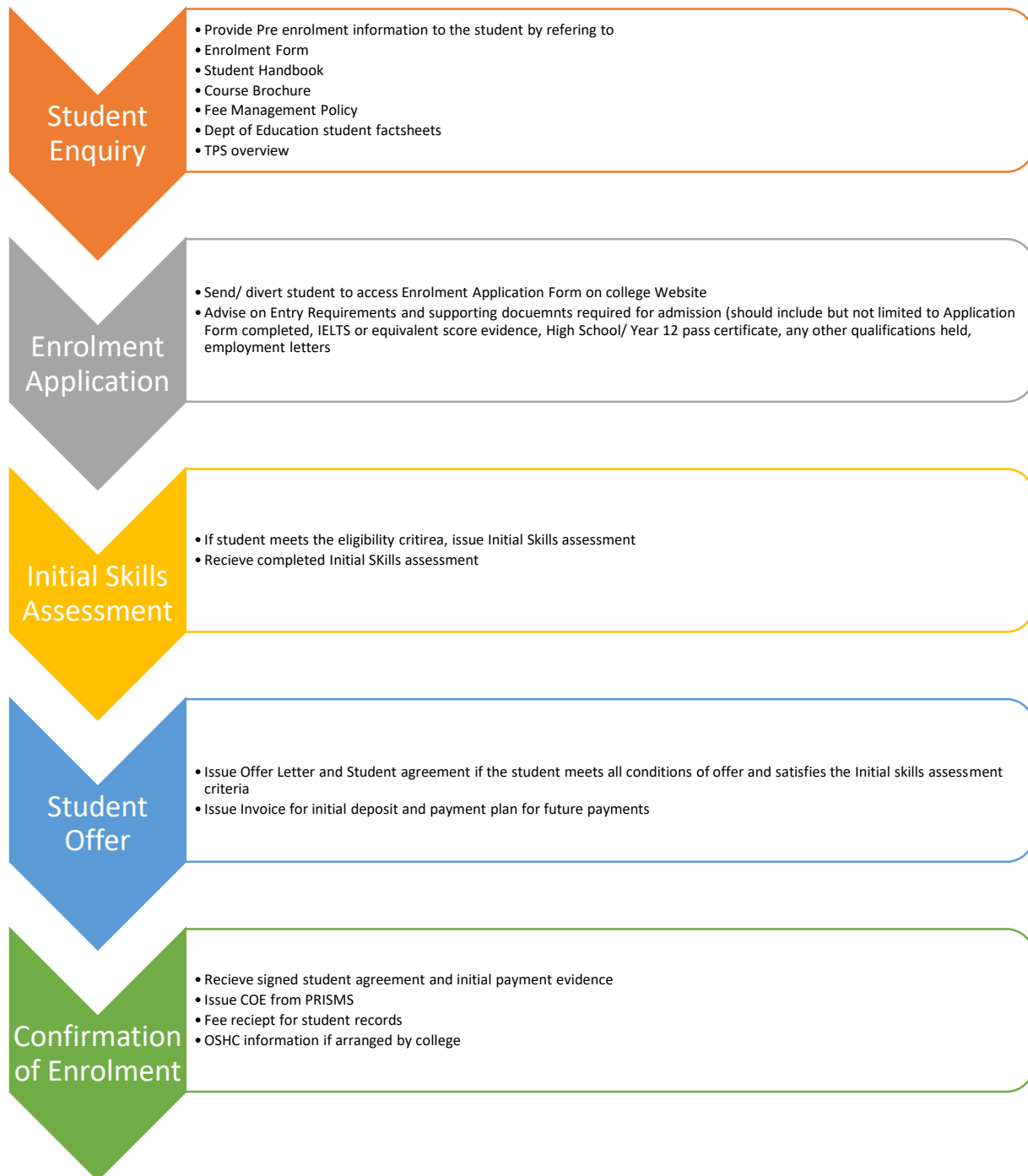
- To enter this qualification, applicants should have successfully completed Year 12 or equivalent or Certificate IV In Business or other relevant qualification
- Students must be a minimum age of 18 years or above at the time of course commencement.



- All learners will undertake an initial skills assessment to determine suitability for the course and student needs. The review aims to identify their training needs through questions on previous education or training, the relevance of the course and relevant experience. Determination of course suitability and additional support (if any) will be made by a qualified assessor
- All students will be required to complete an LLN assessment prior to the commencement of the course. Buyers Agent Training uses LLN robot platform for the assessment.
- All reports, training supplements and recommendations are generated by the LLN Robot system after comparing the learner's ACSF spiky profile to the profile of this course.
- For students to work on assessments, tasks and self-study all learners are expected to have access to a laptop or computer with windows operating system and office application like Microsoft word at their own cost.
- Where needed, Buyers Agent Training will provide access of computers/laptops, through a MoU setup with an external IT company.
- Provide English language skills either by:
 - Evidence of English tests, e.g., IELTS 5.5 or equivalent
 - Minimum of two (2) years study at an AQF level 4 or higher completed in Australia

A pre-enrolment assessment will be conducted to determine your current competency, LLN Skills, and/or vocational experience, as well as your expectations from this course, and to identify any support you may need

Application Process



Visas

Once you receive your electronic Confirmation of Enrolment, you will need to apply for your visa.

Information about applying for a visa can be found at:

<https://www.homeaffairs.gov.au/>

You can find information on this website that explains the process for application, evidence that you must provide (including a valid passport), information on student visa conditions, permission to work, Overseas Student Health Cover and charges associated with the visa application. You may wish to use a registered migration agent to assist you with the process of applying for a course to arrival at Buyers Agent Training and including assistance with visas. Contact us for details of the education agents that we use.

NOTE: Ensure that you allow enough time between lodging your application and the start of your course, as applying for a visa can be a lengthy process.

If your visa is not approved, you will receive a refund as per the Refund Policy stated in Refund Section of this Handbook.

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions may result in the cancellation of your visa and in turn your course.

Conditions include (but are not limited to that you must:

- Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your chosen course of study.
- Only work if you have been given permission to do so as part of your visa grant.
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Notify Buyers Agent Training of your Australian address and any subsequent changes of address within 7 days.
- Complete the course within the duration specified in the CoE.
- Remain with the principal education provider for 6 months unless you are issued with a letter of release from the education provider to attend another institution.

If you are travelling with your family, you will need to provide their documents as well. Please refer to Bringing your family section for details.

Arranging Travel and Documents to Bring

Costs of travelling to Australia are not included in your course fees and you will need to arrange and pay for your travel to Australia. You should plan to arrive in Melbourne at least 2 weeks before your course orientation to give you time to settle in.

You will need to prepare a folder of official documents to bring with you to Australia including:

- Valid passport including a valid student visa
- Your Confirmation of Enrolment (CoE)
- Insurance policies
- Original or certified copies of documents such as your birth certificate, medical records and educational qualifications as advised by Buyers Agent Training at the time of confirmation of enrolment.

If you are travelling with your family you will need to include their documents as well. Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you.

Entry into Australia

When you arrive in Australia, you will need to show your passport and incoming passenger card at a Customs and Immigration checkpoint. You may be asked questions about your stay before your passport is stamped and handed back.

Once you have passed through the Immigration checkpoint, you should collect your bags ensuring that you check your baggage and check that nothing is missing or damaged. If something is missing or you notice damage, go to the baggage counter and advise them of your problem. Staff at the baggage counter will help you to find missing baggage or lodge a claim for damage to your belongings.

Once you have your luggage you will go through customs where your luggage may be checked. Australia has strict quarantine laws to stop people from bringing in certain food and plant items. You should declare any items that you are bringing in on the form given to you on the plane. If customs officers decide that the item you are bringing in are not safe, they will be confiscated and destroyed. If you fail to declare or dispose of any quarantine items, or make a false declaration, you may receive a fine or be prosecuted. All international mail is also screened and checked by customs.



If you want further information, visit the Department of Agriculture and Water Resources-Travelling to Australia website at <http://www.agriculture.gov.au/travelling>

NOTE: Ensure that you allow enough time between lodging your application and the start of your course, as applying for a visa can be a lengthy process.

If your visa is not approved, you will receive a refund as per the Refund Policy stated in Refund Section of this Handbook.

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions may result in the cancellation of your visa and in turn your course.

Conditions include (but are not limited to that you must:

- Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your chosen course of study.
- Only work if you have been given permission to do so as part of your visa grant.
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Notify Buyers Agent Training of your Australian address and any subsequent changes of address within 7 days.
- Complete the course within the duration specified in the CoE.
- Remain with the principal education provider for 6 months unless you are issued with a letter of release from the education provider to attend another institution.

If you are travelling with your family, you will need to provide their documents as well.

Keep all documents and passport in your carry-on luggage while in transit and then in a safe and secure place once settled.

It is important to make copies of all documents and leave them behind with family or close friend so they can be sent to you if you lose or damage the copies you have.

NOTE: If you intend to bring your family with you, they will also need to have a visa and be covered by health insurance. Family members include your partner (married or de facto) and your children under 18 years of age. You will need to provide proof of your family relationships with official documents including birth certificates and marriage certificates.

For more details - <https://www.homeaffairs.gov.au/>

Arriving in Australia

Getting from Location airport to your accommodation

The Melbourne International Airport

Located at Tullamarine about 23 minutes' drive from the CBD. Please review the website for information about the airport. <http://melbourneairport.com.au>/Phone: +61 3 9297 1600

Getting from Location airport to your accommodation

Airport buses: <https://www.ptv.vic.gov.au/getting-around/airport-buses/>

Taxi: <http://melbourneairport.com.au/to-from-the-airport/taxis/overview.html>

Student Welcome Desk

When you arrive in Melbourne, you will need to show your passport and incoming passenger card at a Customs and Immigration checkpoint. You may be asked questions about your stay before your passport is stamped and handed back.

When you have passed through the Entry Control Point, you will collect your baggage and exit via Customs and Quarantine (AQIS).

Once you have your luggage you will go through customs where your luggage may be checked. Australia has strict quarantine laws to stop people from bringing in certain food and plant items. You should declare any items that you are bringing in on the form given to you on the plane. If customs officers decide that the item you are bringing in are not safe, they will be confiscated and destroyed. If you fail to declare or dispose of any quarantine items, or make a false declaration, you may receive a fine or be prosecuted. All international mail is also screened and checked by customs.

We recommend you review further information, by visiting the Australian Quarantine and Inspection Service (AQIS) website at www.aqis.gov.au

NOTE: Make sure you have your passport and Incoming Passenger Card ready for the Entry Control Point. Follow airport signage and ask airport staff if you have any concerns.

Get your free welcome pack, free advice and assistance!

International Arrivals Hall – Terminal 2. Open from 7am to midnight every day of the week.



<https://www.studymelbourne.vic.gov.au/help-and-support/student-welcome-desk-arriving-at-melbourne-airport>

Getting from Melbourne airport to your accommodation

Melbourne Tullamarine airport is approximately a 20 minute drive to Melbourne Central using the Tullamarine Freeway/M2.

You have the following options to travel to your accommodation if you have not pre-arranged a ride through Buyers Agent Training.

- The Skybus is a designated bus service that runs between Melbourne (CBD) and Melbourne Airport. It leaves from the domestic and international terminals and costs approximately \$18. Please refer to the Skybus website for timetable and more information.
<https://www.skybus.com.au>
- You can take a train to Melbourne Central (approx..700m from campus) train station if your accommodation is close to campus.
- TAXI's. Melbourne taxis will be available at each terminal. Simply ask where the taxi rank is. Taxi fares from Melbourne Airport to campus location will cost from \$55.

Additional charges may apply for taxis waiting at the airport taxi rank, or those that commute to their destination via tollways. For further information few links below: www.maximelbourne.com.au ; www.silverservicetaximelbourne.com.au ; www.jetbus.com.au/melbourne/

UBER

As suggested earlier UBER is an alternative taxi service, if you have the opportunity before arriving in Melbourne to download and set up the UBER app – you may choose to call an UBER for your trip.

There is designated UBER pick up points located at Melbourne Airport, ask one of the airport staff for direction.

NOTE: Before leaving the airport, we suggest you may want to visit one of the Travelers information stands to see what Melbourne has to offer during your stay.

There is an information service on the ground floor of the arrivals hall in the International terminal (T2) and the Domestic terminal (T1).

Melbourne's Climate

Melbourne has a temperate oceanic climate and is well known for its changeable weather conditions. This is mainly due to Melbourne's geographical location. This temperature differential is most pronounced in the spring and summer months and can cause very strong cold fronts to form. These cold fronts can be responsible for all sorts of severe weather from gales to severe thunderstorms and hail, large temperature drops, and heavy rain. Additionally, some days of high temperatures, sometimes hitting 40+c. It is highly recommended to listen to the weather reports, either on radio or during the daily and evening news on the TV. This will help you to be appropriately dressed for the weather conditions.

Keeping in contact

Before you leave home, you should provide your family and friends, and your education provider in Australia, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them.) Once you have arrived in Australia, you should then let your family and friends know that you have arrived safely. For safety reasons, always let someone know where you are.

Arranging your finances

The currency of Australia is the Australian Dollar. Ideally, you should change your money into Australian dollars before you arrive but if you haven't you will need to change some as soon as you arrive – you will usually be able to do this at the airport.

Once you have arrived into Melbourne, you can also change more money into Australian dollars at any bank or currency exchange. Note, however, that banks may not be open on the weekend and while airport currency exchanges are generally open, the rate is usually not as good as with a bank.

You should not carry large sums of money with you and it is best to only have the money that you will need for the first few days and then arrange to have the rest of the funds transferred to you in Australia.

The amount you will need to bring with you will depend on whether you have already paid for your accommodation before you arrive. Think about how much money you will need to last you for a couple of weeks.

Find out more about money matters by visiting <http://www.studyinaustralia.gov.au/en/Living-in-Australia/Money-Matters>.

Living in Australia

Read this article for an insight into living in Australia <http://insiderguides.com.au/first-weeks-australia/>

Refer to <https://insiderguides.com.au/cost-of-living-calculator/> for calculating your living costs.

Tips and resources

For guides relevant to living in Melbourne have a look at these free resources:

<http://insiderguides.com.au/international-student-guides/>

Must have apps for Melbourne <https://www.studymelbourne.vic.gov.au/study-melbourne-news-updates/best-apps-for-melbourne>

Accommodation

It is best to book temporary accommodation before you arrive and look for long-term accommodation once you get to Australia.

Temporary accommodation could be a hotel or hostel or similar such as a serviced apartment or a bed and breakfast (usually a converted private residence which may be inside someone's home or not).

Temporary accommodation can be found and booked through the following websites:

- Hotels: <https://www.trivago.com.au/australia-563/hotel>
- Bed & Breakfasts www.airbnb.com.au/Australia
- Serviced Apartments - <https://www.serviced-apartments.com.au/>
- Hostels Australia <http://hostelsaustralia.com.au/>

There are a range of long-term accommodation options for international students. For example:

Student Accommodation

Shared accommodation specifically for international students. Generally includes a range of amenities for residents, such as quiet study areas and social spaces and enables students to meet and live with other international students.

- <https://unilodge.com.au/>
- <http://urbanest.com.au/>
- <http://www.student-accommodation.com.au>

Private rental

A private rental is where you sign a lease for a whole apartment or house. The lease will include the rent payable, the bond (a refundable amount once you leave the rental), the length and type of tenancy, and other conditions and rules.

Search private rentals here: <https://www.realestate.com.au/rent>

Your rights as a tenant

It is important to remember that as an international Student, you have the same renting rights as local residents. Review the information below about renting and tenants' rights below:

Consumer Affairs Victoria: <https://www.consumer.vic.gov.au/internationalstudents>

Share house

A share house is when you share a private rental with friends or housemates. All tenants are listed on the lease and pay their own share of rent and bond. Some helpful tips can be found here:

<https://flatmates.com.au/info/legal-introduction>

- <https://flatmates.com.au/Connects> people wanting to share accommodation with others, includes people listing their spare rooms and those wanting to team up with others to start a lease.

Boarding or homestay

Boarding or homestay is when you rent a room in a home, and live with the home owners. This is a private agreement between you and the home owner.

Homestay:

<https://www.homestay.com/australia/>

Bringing your Family with You

If you intend to bring your family with you, they will also need to have a visa and be covered by health insurance. Family members include your partner (married or de facto) and your children under 18 years of age. You will need to provide proof of your family relationships with official documents including birth certificates and marriage certificates. For more details, visit

<https://www.homeaffairs.gov.au/trav/stud/brin>



Where you have dependent children that need to attend childcare or school, you should be aware of the following costs:

Typical childcare costs in Melbourne are as follows

- Centre-based childcare AUD\$80 to AUD\$120 per day
- Family day care AUD\$6 to AUD\$10 per hour
- Nannies AUD\$20 to AUD\$30 per hour
- Au pairs (living in your home)AUD\$200 to AUD\$250 per week

Find out more at:

<http://www.liveinvictoria.vic.gov.au/living-in-victoria/education-and-childcare/childcare#.V7EKu49OKUk>

If you have children who are school age (ages 6-17), please find out about school types, costs and application processes on the following sites:

Primary: <http://www.liveinvictoria.vic.gov.au/living-in-victoria/education-and-childcare/primary-schools#.V7ELF49OLQs>

Secondary: <http://www.liveinvictoria.vic.gov.au/living-in-victoria/education-and-childcare/primary-schools#.V7ELF49OLQs>

For children who are aged 4-5 please check the information about kindergartens:

<http://www.liveinvictoria.vic.gov.au/living-in-victoria/education-and-childcare/kindergartens#.V7EL5o9OLQs>

You should also be aware that the above costs for childcare and schooling are in addition to living costs which currently estimated as:

- AUD\$21,041 a year for the main student;
- AUD\$7,362 a year for the student's partner;
- AUD\$3,152 a year for the student's first child; and
- AUD\$2,790 a year for every other child and where required.

Health

Emergencies

For emergencies such as fire, ambulance or police, phone 000. When you dial 000, you will be asked whether you want fire, ambulance or police and why you want this assistance. You will also be asked for your name and address and telephone number.

Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe.

Fire

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call 000 no matter how small or large the fire may be.

Ambulance

Ambulances provide immediate medical attention in an emergency and emergency transportation to hospital. To access an ambulance, call 000.

Medical assistance

Emergency medical treatment is available 24 hours a day at the emergency or casualty department of a public hospital, or at some medical centres. Public and private hospitals are listed in the White Pages telephone directory under 'Hospitals' and you can also find them by searching on the internet. If you need to go to hospital, remember to bring your health insurance card and any medicines you are currently taking. For anything other than an emergency, seek medical help from a general practitioner (GP) or local medical centre.

Overseas Student Health Cover

Australia has a special system of health cover for international students called Overseas Student Health Cover (OSHC). You will need to buy OSHC before you come to Australia to cover you from when you arrive. The Department of Home Affairs requires you to maintain OSHC for the duration of your time on a student visa in Australia.

You can choose to take out OSHC with a provider recommended by us, or with the Australian OSHC provider of your choice. There are five providers of OSHC in Australia. Visit these websites to find detailed information on what they cover and to decide which provider is right for you.

- Australian Health Management OSHC www.ahmoshc.com
- BUPA Australia www.overseasstudenthealth.com
- Medibank Private www.medibank.com.au/Client/StaticPages/OSHCHome.aspx
- OSHC Worldcare www.oshcworldcare.com.au
- NIB OSHC www.nib.com.au/home/newtonib/overseasstudents

Your OSHC will help you pay for any medical or hospital care you may need while you're studying in Australia, and it will contribute towards the cost of most prescription medicines, and an ambulance in an emergency.

For more information on what your OSHC insurance covers, as well as what to do if you need treatment, refer to the Department of Health and Ageing's (DoHA) [Frequently Asked Questions](#).

OSHC does not cover dental, optical or physiotherapy. If you want to be covered for these treatments you will need to buy additional private health insurance, such as:

- Extra OSHC provided by some OSHC providers;
- International travel insurance; or
- General treatment cover with any Australian private health insurer. You can find a list of these providers and search for the one that suits you best at www.privatehealth.gov.au or www.iselect.com.au

Working in Australia

- Most student visa holders can work up to 40 hours a fortnight during term time and as many hours as you like during holidays.

Check your VISA

- Before you undertake any paid work you need to make sure your visa allows you to work. Find out more at the <https://www.homeaffairs.gov.au/trav/stud>

Your Rights

Everyone working in Australia, including international students or those on working holiday visas, have basic rights at work.

These rights protect entitlement to:



- A minimum wage and superannuation.
- Challenge of unfair dismissal from the job
- Leave, breaks and rest periods.
- A healthy and safe work environment.

More information: <https://www.studyinaustralia.gov.au/english/live-in-australia/working>

Youtube: <https://www.youtube.com/watch?v=IKVwRLmI5I0&feature=youtu.be>

If you have a problem

Contact the Fair Work Ombudsman

Web: <https://www.fairwork.gov.au/find-help-for/visa-holders-and-migrants>

Phone: 13 13 94

Translating and interpreting service: 131 450

Your Safety

Australia is a safe country. However, its always best to take precautions. Read the information at the following web site about personal safety tips:

<https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/personal>

You should also review the section in this Handbook about health and safety and remember to listen carefully to all of the information provided to you at your orientation.

If an incident occurs that has a significant impact on your well-being, please speak to us immediately at the contact numbers provided. An incident may be both physical or psychological. This document explains the process for application, evidence that you must provide (including a valid passport), information on student visa conditions, permission to work, Overseas Student Health Cover and charges associated with the visa application. You may wish to use a registered migration agent to assist you with your visa application, or Buyers Agent Training's authorised agent once published on website, who can assist you to apply for a course, arriving in Melbourne, joining Buyers Agent Training and provide assistance with your visa application.

Contact us for details of the education agents that we use or you can check the same on our website (Upon Approval) www.bat.edu.au.

Living Costs in Australia

Migration regulations in Australia require international students to show evidence that they can contribute to the cost of living and studying in Australia. This helps to ensure students are better able to make the most of their studies and have a safe and enjoyable experience in Australia.

While international students are able to supplement their income with money earned through part-time work in Australia, the 'living costs' requirement helps to support the success of students in their studies by ensuring that they don't have to rely on such work to meet all their expenses.

Knowing the average living costs in Australia is an important part of your financial preparation. For your reference, here are some of the costs associated with living and studying in Australia (all costs are in Australian dollars).

The costs below are an approximate guide only and don't take into account your budget and spending habits.

- AUD\$21,041 a year for the main student;
- AUD\$7,362 a year for the student's partner;
- AUD\$3,152 a year for the student's first child; and
- AUD\$2,790 a year for every other child and where required.

Students must demonstrate that the funds they are relying upon to meet the costs of studying in Australia will be genuinely available to them during their stay in Australia.

The figures above are indicative only and that costs can vary significantly depending on where you live in Australia. You should be prepared in case your living costs are greater than the indicated figures.

For more information visit the Department of Home Affairs website.

Budgeting

Once you've settled in, you should ideally work out a budget that covers costs including clothing, food, accommodation, transport and entertainment, travel costs and child care, if applicable.

Costs associated with living in Australia are included at:

<https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>

It is important to be aware of how much money you spend and where you are spending it. Sticking to a budget will ensure you are on top of where your money goes.

Read more about budgeting at www.understandingmoney.gov.au

Shopping

All Australian major town centres and capital cities shopping facilities with opening hours generally 9.00am to 5.30pm seven days a week, with late night shopping until 9.00pm on Thursdays or Fridays. Some supermarkets are open 24 hours a day seven days a week.

Mainstream grocery stores in Australia include Coles, Woolworths, Foodworks, IGA and Aldi. Major department stores in Australia include Myer and David Jones, Big W, Kmart and Target.

Clothing

While there are no set rules on clothing in Australia, however many workplaces, restaurants, clubs and bars have a dress code. Australian people generally dress in modern clothing influenced by personal taste, status, place of work, lifestyle and location.

The cost of clothing in Australia can vary. There are a number of quality variety stores such as K-Mart and Big W where you can find low cost clothing and shoes of all varieties. Department and specialty stores such as Myer and David Jones carry more expensive higher end clothing labels.

Unique Student Identifier

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a lifetime record for an individual of all the nationally recognized training that has been completed. Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognised training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a student you must either:

- Provide us with your USI, or
- Provide us with permission to access or create your USI on your behalf.

If you are providing us with permission to access or create your USI we will need a valid form of identification. The ID that you provide for this purpose will be destroyed once we have used it for this purpose.

If you would like to create your own USI, please visit:

<http://www.usi.gov.au/Students/Pages/default.aspx>



We are unable to issue a qualification or a statement of attainment unless we have a valid USI or a notice of exemption from the registrar.

For information about exemptions for individuals please review this webpage:

<https://www.usi.gov.au/training-organisations/training-organisation-requirements/exemptions-individuals/how-apply>

Credit Transfers

A credit transfer is formal recognition of the previous studies you have completed for the purpose of reducing the units or modules that you are required to complete in the course you are enrolled in with us.

Buyers Agent Training can grant a credit transfer to your course for units / module that you have already completed with another RTO or authorised training organisation. A Credit transfer can be applied when it is established that the unit /module you have already completed is equivalent to the unit/ module in your course.

To apply, fill in the Credit Application Form and submit it as part of your enrolment/application. You can apply for credit transfers at any time however, it is best if you do this as part of your enrolment. By applying for credits as a part of your enrolment any potential credits are known, and planning can be done for your course timetable and study required. Additionally, it helps to ensure there is no need for adjustments to your visa after you have arrived in Australia and commenced your course, as the duration of your course will be established prior to your arrival.

Attach certified copies of transcripts from your previous course to the credit application. In some cases, we may ask for additional information about the subject or unit you previously studied so we can determine equivalence.

Your Credit Transfer Application may be returned to you if you don't provide the required information.

In some cases, credit transfers may lead to a reduction in the course fees as there is less work involved in offering your course.

You will be advised in writing of the outcome of your Credit Transfer Application. If successful any adjustments to duration of your course, course fees or anything else will be advised in this communication.

There is no charge to apply for Credit Transfers. Review our Credit Transfer policy at: www.bat.edu.au.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work or unrecognised training, potentially life experience can be formally recognised and reduce the amount of required study or cover the entire course in specific circumstances

Buyers Agent Training has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to apply for RPL. We encourage you to discuss RPL with one of our trained team to Buyers Agent Training to determine if RPL may be suitable for you and ideally apply for RPL at the time of enrolment, however you may apply up to 2 weeks into your course.

To determine if RPL is suitable for you, we will look at how much experience you have in relevant areas aligned to the course, your work history and any previous training you have completed. If RPL is determined as a possibility for you, you will be provided with an RPL kit that will guide you in working through each unit to determine relevant skills and experience and identify whether you would be able to provide the required evidence.

A trainer/assessor will be available to assist you throughout this process.

If you choose to progress with RPL you will need to officially apply by filling in an application form, this is a part of the RPL kit provided. Return the kit and application form to us and your application will then be assessed for suitability. If accepted, you will be contacted by an assessor to progress the RPL process.

In the instance your application for RPL is not successful you will need to participate in full training and assessment to achieve your qualification. This will be advised in writing.

If successful, the RPL process usually involves gathering evidence to demonstrate skills, knowledge and experience, responding to questions, completing tasks and depending on the area, observation of your work skills in your workplace.

Fees are applicable for Recognition of Prior Learning and you will be advised of these fees upon contacting us or you can access the same in the Fee Schedule published on the website.

Review our RPL process: www.bat.edu.au



Buyers Agent Training Policies & Procedure

Student Orientation and Support Services

We are committed to ensuring that you get all the support you need to adjust to life and study in Australia and to be successful in your studies.

Prior to commencing your studies, you will be required to participate in a compulsory orientation program that will include information on:

- details of internal and external support services available to assist in the transition into life and study in Australia. Such services include welfare services, accommodation services, academic and career advice, IT support, and student learning assistance, English language support and social inclusion activities.
- legal, emergency and health services
- facilities and resources
- organisational policies and procedures including course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and complaints and appeals.
- any student visa conditions relating to course progress and attendance.

The enrolment form you complete will also help us to identify any support you need and depending on the course you are enrolling in and your support needs can also be discussed during the orientation.

Services that we can offer to you include:

- Mentoring from trainers.
- Additional classes, tutorials and workshops.
- Online support and exercises for some courses.
- Computer and technology support.
- Referral to external support services.

Contact Student Support Officer at any time at info@bat.edu.au (Student Support) to discuss your support needs.

Welfare services

We can also offer you a range of welfare services to help with the mental, physical, social and spiritual well-being of international students. These services may include, through direct provision or referral, information/advice about: accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting



social interaction, religious and spiritual matters, and stress-management. It may also include advice on academic and study issues.

Services will be provided at no additional cost to the student.

Contact us for details about welfare services we can offer.

External Support Services

Reading and Writing Hotline

Telephone: 1300 655 506

Website: <https://www.readingwritinghotline.edu.au/>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of the providers of courses in adult literacy and numeracy.

Lifeline

Telephone: 13 11 14

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

Reach Out

Website: www.reachout.com.au

Reach Out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

Health direct Australia

<https://www.healthdirect.gov.au/>

Phone: 1800 022 222

Symptom checker, medicines and health information.

MindSpot

<https://mindspot.org.au/>



Phone: 1800 614 434

Free service for Australian adults who are experiencing difficulties with anxiety, stress, depression and low mood. Provides online screening assessments and treatment courses, or can help find local services.

Butterfly Foundation

Phone: 1800 334 673 website: <https://thebutterflyfoundation.org.au/>

Support for those experiencing an eating disorder and want to talk to someone.

When: 8am to 9pm M-F (no public holidays)

My Future

Website: <https://www.myfuture.edu.au>

Career information and resources provided as a joint initiative of the Commonwealth, state and territory governments:

Rape & Domestic Violence Services Australia

<https://www.1800respect.org.au/>

Phone 1800 737 732 (1800 RESPECT)

A range of support services are available for people who have experienced sexual assault, domestic or family

Tenants Union of Victoria

Phone: 9416 2577 Web www.tuv.org.au

For information about renting rights and obligations in Victoria

City of Melbourne Multicultural Services

<http://www.melbourne.vic.gov.au/community/health-support-services/multicultural-services/Pages/multicultural-services.aspx>

Melbourne City (council) website with information relating to translation services, multicultural Hub, Multicultural communities and specific information for International students.

Study Melbourne Student Centre

Phone: 1800 056 449 Address: 599 Little Bourke Street Melbourne



<https://www.studymelbourne.vic.gov.au/about-study-melbourne/programs-and-services/study-melbourne-student-centre>

Study Melbourne is a Victorian Government initiative providing support and information to this community of international students. Year-round program of free events.

Legal Aid Victoria

Telephone: 1800 677 402

Website: <http://www.legalaid.vic.gov.au>

Victoria Legal Aid helps people with their legal problems and focuses on helping and protecting the rights of socially and economically disadvantaged Victorians. It can provide assistance in the areas criminal law, family law and some civil law matters. Legal representation is subject to policy guidelines and means tests in most cases. They have lawyers in offices in most major metropolitan and country regions.

Disability Rights Victoria

Telephone: 1800 462 480

Disability Rights Victoria is an advocacy organisation directed by people with a disability. They work with and on behalf of adults with a disability. They provide individual advocacy, information and support to people with a disability via our network of advocates located across Victoria. This support may include making representation on behalf of individuals with a disability, helping individuals to advocate for themselves or helping others to advocate for them.

Fees and Refunds

Protection of fees paid in advance

- Buyers Agent Training protects the fees that are paid in advance by both domestic and international students.
- All course fees will be held in a separate bank account that can only be drawn down when the student commences. The course fees are held separately from the day-to-day operating expense accounts, so that if a refund is payable before the student commences, the refund can be made in full and in a timely way without impact on the financial operations of the business or recourse to the tuition protection system.
- For domestic students, fee protection is ensured through:



- Buyers Agent Training does not require a student to ever pay more than \$1,500 in advance for services not yet provided, either prior to course commencement or at any stage during their course.
- For international students, fee protection is ensured as follows:
 - Buyers Agent Training does not require international students to pay more than 50% of course fees prior to course commencement. However, Buyers Agent Training provides students with the opportunity to pay more than 50% of their tuition fees prior to course commencement if they wish. Where a student chooses not to pay more than 50% upfront, the remaining amount will be collected according to an agreed payment schedule. Note, however, that where a course is less than 25 weeks, Buyers Agent Training will require students to pay the full cost of the course prior to course commencement.
 - Buyers Agent Training pays into the Tuition Protection Service (TPS). The TPS is an initiative of the Australian Government. The role of the TPS is to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either complete their studies in another course or with another education provider or receive a refund of their unspent tuition fees.

Fees and refund information

Fee information relevant to a course is outlined in detail on the Student Agreement and summarised on the Course Outline as well as in Buyers Agent Training's *Student Handbook*. Detailed fee information is provided prior to enrolment or commencement of training, whichever is first.

For international students, fee information is always provided prior to enrolment or receipt of payment as per the requirements of the National Code 2018 Standard 2 and 3. Fee information provided to domestic and international students includes:

- All course fees, including both tuition fees and non-tuition fees and the period to which these fees apply
- Any additional charges that may apply and the circumstances in which they apply
- The potential for changes to fees over the duration of the course
- Payment options (including that international students may choose to pay more than 50% tuition fees before their course commences)
- The Student Agreement and the *Student Handbook* which are provided prior to enrolment, includes this Fees and Refunds Policy and Procedure and informs the student of their consumer

rights. Students are required to sign the Student Agreement in acknowledgement of the terms and conditions of the enrolment and this policy.

- Where an employer is paying for a student's course, an Employer Agreement will be provided at the time of enrolment outlining the total fees, payment terms and schedule of payments applicable.
- As Buyers Agent Training does not use direct approach marketing or tele-sales, no cooling-off period applies to its course.

Course fee inclusions

The Student Agreement will clearly itemise all course fees, including both tuition and non-tuition fees.

Tuition fees include:

- All of the training and assessment required for students to achieve the qualification or course in which they are enrolling within the attempts allowed.
- Issuance of one set of certification documents including the testamur (certificate) and record of results or a Statement of Attainment (in the case of withdrawal or partial completion).

Non-tuition fees may include (if applicable):

- Enrolment fee and resource fee
- One copy of the required text books and learning materials for each student unless otherwise stated on the Course Outline.
- Additional fees that apply for re-enrolment, where a student fails to achieve a satisfactory outcome after three attempts at an assessment tasks
- Re-issuance or additional copies of certification documents will attract a fee of \$50 per document, plus postage if required.
- Fees for deferral of study, late payment of tuition fees, or other circumstances in which additional fees may apply.
- Any optional textbooks and materials that may be recommended but not required to complete a course.
- Replacement textbooks if original copies are lost or misplaced. Costs for replacement textbooks are outlined on the Student Agreement.

Course fees (tuition or non-tuition) do not include:

- Stationery such as paper and pens.



- Overseas Student Health Cover
- Airport pick ups
- Excursions (unless stated on the *Course Outline*)

Buyers Agent Training cannot guarantee that students will successfully complete the course in which they enrol regardless of whether all fees due have been paid.

Payments

Payments can be accepted by electronic transfer (EFT), money order or cheque.

Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.

Debts will be referred to a debt collection agency where fees are more than 40 days past due.

Buyers Agent Training reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

International students who do not pay their fees will receive two warnings regarding non-payment of fees and thereafter will be reported to the Department of Home Affairs (DHA) via PRISMS under student default.

Receipts of payments made by international students will be kept for at least 2 years after the person ceases to be an accepted student.

Refunds

All course fees for fee-for-service students include an Enrolment Fee (or non-refundable deposit) which will only be refunded where Buyers Agent Training is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.

A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the student to a refund.

RPL application fees are non-refundable.

Students who withdraw from a course may seek a refund or a reduction in fees owing by making an application for a refund in writing using the Student Refund Application Form. The application must



include the details and reason for the request. Students who have not completed a Student Withdrawal Application Form are not eligible for consideration of a refund or reduction in fees.

In the unlikely event that Buyers Agent Training or any third parties responsible for delivering training and assessment on its behalf, is unable to deliver the course or any portion of the course as promised, the student will be issued with a refund for the course or portion of the course that was not provided. This includes the following situations:

Where Buyers Agent Training or any third parties delivering training and assessment on its behalf ceases to operate.

Where Buyers Agent Training ceases to deliver the course in which a student is enrolled, and the agreement is terminated.

Where Buyers Agent Training needs to make a change to the terms of the student agreement (such as the way the course is delivered or conditions of enrolment) and a new agreement cannot be reached with the student to account for changes.

In any of the above situations, Buyers Agent Training will automatically conduct a refund assessment of all affected students and issue the refund to the Fee Payer accordingly. In these cases, there is no need for a student to make an individual application for a refund. Refunds will be issued within 28 business days.

The refund assessment will be based on reviewing the services and/or materials provided to the student and the costs incurred by Buyers Agent Training in their provision such as:

Textbooks or other materials provided.

Training already provided (e.g., number of meetings/classes/visits etc.).

Individual support provided by the trainer/assessor.

Assessments marked or feedback provided (including RPL).

The outcome of the refund assessment will be provided in writing to the student's registered address within 28 business days, outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed by following Buyers Agent Training Complaints and Appeals Policy & Procedure.

Recording and payment of refunds

Refunds will be paid to the person or organisation that made the original payment.

- Refund assessments can be appealed following the Buyers Agent Training Complaints and Appeals Policy & Procedure.
- Records of refund assessments and issuance of refunds will be stored securely on the student's file and in our accounting system.

It is the policy of Buyers Agent Training to ensure that all applications for refund of fees are considered.

An initial non-refundable enrolment fee will apply to all courses. A course deposit is also required payable a minimum of two weeks (10 working days) before the commencement of the course.

Refunds are made following the policy below and full refunds of amounts owed to the students will be made within four (4) weeks of refund application.

Refund Table for International Students	
Unsuccessful Visa application	100% Refund of all unused prepaid Tuition fees excluding the enrolment fee. Fees to other parties are subject to their refunds policy. For example OSHC, etc.
Cancellation of enrolment more than 28 calendar days before the commencement date	Full Refund of Tuition Fees paid minus enrolment fee (non-refundable).
Cancellation of enrolment less than 28 calendar days but before the commencement date	50% Refund of Tuition Fees paid minus enrolment fee (non-refundable).
Cancellation of enrolment after the commencement date	No Refund of Tuition Fees paid.
Visa cancellation due to the actions of the student	No Refund of Tuition Fees paid.
Course cancelled / withdrawn by Buyers Agent Training	Full Refund of Tuition Fees paid.



<p>Students are unable to start the course on serious medical grounds. Evidence provided from a registered doctor at least 14 calendar days before the agreed course start date.</p>	<p>Full Refund of Tuition Fees paid minus enrolment fee (non-refundable).</p>
<p>Enrolment Fees</p>	<p>Non-refundable</p>

Once training has commenced in the course, no refund is available to participants who leave before the completion of the course unless the participant can provide a medical certificate or show extreme personal hardship.

Refunds will be considered on a pro-rata basis for students who fall ill or are injured to the extent that they can no longer undertake the course, provided that a supporting Medical Certificate is supplied to Buyers Agent Training. Should participants wish to finalise incomplete units of competency in a future course, the original fee can be used as a credit towards that course. This offer is available within 12 months from the time the initial payment is made.

Should Buyers Agent Training cancel a course, participants are entitled to a full refund (or pro-rata adjusted refund) or transfer of funds to another/future course at no extra cost. In the event Buyers Agent Training cancels a course, participants will be provided with their preferred option. In this case, the student will be refunded within two (2) weeks of the day on which the course ceased to be provided.

In all other cases, refunds are at the discretion of the CEO of Buyers Agent Training and may be negotiated on an individual case-by-case basis.

Buyers Agent Training Expectations & Requirements

VET Environment

The training and assessment offered by Buyers Agent Training focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency-based training and assessment. Each of the components of your course is a “unit of competency”. You may either be studying one or a few units of competency or a set of units that make up



a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace.

Our course outlines include the details of how we deliver the training to you, as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Assessment methods vary depending on the course but usually include written and/or oral questions, written assignments, projects and practical observations.

Assessment Arrangements

At the beginning of each unit or cluster, your assessor will go through the arrangements for assessment with you and you will be given all the details about the assessment requirements.

At this time you will:

- Be provided with detailed assessment instructions for each task/requirement which includes the criteria that you'll be assessed against.
- Be informed of relevant due dates or timing of assessments to be conducted
- Your assessor will go through all of the arrangements with you and you can ask them any questions you have.

Submitting your assessments

You must submit written assessment tasks with a completed and signed Assessment Task Cover Sheet. The cover sheet asks you to make a declaration that the work is your own. Written tasks will not be accepted without a signed cover sheet.

Assessments can be submitted directly to the trainer/assessor or sent by registered mail to:

Level 5, 21 Victoria Street Melbourne 3000

You must keep a copy of all tasks that you submit as we are not able to return copies because we must keep them as evidence in your file. Additionally, we will not be held responsible for any items that go missing in the post. If this occurs, you will be asked to re-submit the work.

Written work will be marked within 2 weeks of receipt. Your assessor will provide you with written feedback and confirm the outcome of the task on the Task Cover Sheet.

Assessment outcomes

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit.

If one or more of your tasks are assessed as Not Satisfactory, you will be given an overall outcome for the unit of Not Yet Competent (NYC). You can have 2 further attempts to complete the task and achieve a Satisfactory outcome. You will be given a timeframe for your resubmission and advised what you must include in your re-submission.

If, after the third attempt, you are still assessed as Not Satisfactory for a task, you will need to complete additional training and assessment to support you in achieving a Competent outcome. This may incur an additional fee for self-funded students as identified in the fees and charges information.

Reasonable adjustment in assessment

Some students may need modifications to assessments due to disability, illness or special considerations – this is called reasonable adjustment.

Reasonable adjustment can involve:

- Making training and assessment resources and methods more accessible e.g. providing learner workbooks in an audio format or on different coloured paper.
- Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops.
- Making changes to the assessment arrangements e.g. more time allowed for assessments.
- Making changes to the way evidence for assessment is gathered e.g. written questions asked orally

Please speak to your assessor if you think that you may need an adjustment made. Note these adjustments are made at the discretion of your assessor based on your identified needs.

Appealing assessment decisions

If you do not agree with any assessment decision, you can lodge an assessment appeal. Please refer to the Complaints and Appeals section in this handbook for information about how to lodge an appeal.

Student plagiarism, cheating and collusion

Buyers Agent Training has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in the preparing the work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to complete the assessment again.

Disciplinary action may lead to the suspension or cancellation of your enrolment which may affect your visa.

Course Progress Policy

1. Completion within expected duration

- International students must complete their studies within the expected duration specified on their Confirmation of Enrolment (CoE). The duration of the course as specified on the student's CoE will never exceed that registered on the CRICOS register.
- Buyers Agent Training monitors student progress to ensure that students to complete their studies within the expected duration specified on their Confirmation of Enrolment.

2. Study Periods

- Students who do not meet course progress requirements within each Study Period are at risk of having their visas cancelled.
- Study periods may also be known as 'terms' and are described Training and Assessment Strategies and course outlines. They are designed to ensure the academic integrity of the course is upheld.
- Each study period is divided in half forming a monitoring point at mid and end points at which students are assessed for satisfactory course progress. A student must be identified as at risk prior to being reported as having not met satisfactory course progress requirements.

3. Determining if a student has meet course progress requirements

- Students must have demonstrated satisfactory course progress requirements by the end each study period. To do so, they must have successfully completed (achieved satisfactory outcome on) all assessment tasks they were required to submit in the ending study period.
 - Assessment task due dates are outlined in the *Training & Assessment Strategy* and are communicated to students at the commencement of each new study period.

4. Determining at risk students

- Students will be deemed at risk of not meeting course progression requirements if they:
 - do not participate in a summative assessment task.

- do not submit an assessment task within 2 weeks of the due date.
- have received an assessment outcome of Not Yet Competent for one or more assessment tasks.

5. Progress Monitoring

- All students progress will be monitored using the *Course Progress and Attendance Monitoring Tool*.
- At the end of each monitoring period:
 - The monitoring report is updated by the Director of Studies including a status of progressing, at risk or not progressing for all overseas students on each reporting date. This is based on current evidence located in student files and other academic records.
 - The Director of Studies will consult with academic staff if there is any uncertainty or more evidence needed to confirm or deny a student’s course progress status.
- The monitoring report will also record commencement and review dates for all Intervention Strategies.

6. Intervention Strategy

- Buyers Agent Training ensures that it identifies, notifies and assist students where there is evidence that the student is at risk of not meeting course progress requirements.
- For students at risk of not meeting course progress requirements, an individual intervention plan will be developed that documents the support that will be provided. This may include:
 - English language support;
 - reviewing learning materials with the student and providing information to students and in a context that they can understand;
 - providing extra time to complete tasks;
 - providing supplementary exercises to assist understanding;
 - attending academic skills programs;
 - attending tutorial or study groups;
 - attending study clubs;
 - attending counselling;
 - receiving assistance with personal issues which are influencing progress;
 - receiving mentoring;
 - referral to external organizations where Buyers Agent Training is unable to address the identified learning or academic issues:

- being placed in a suitable alternative subject within a course or a suitable alternative course;
or
- a combination of the above and a reduction in course load.

7. Extension to an expected course duration

- Extensions to the course duration specified on the CoE are only allowed where:
 - A student is complying with an intervention strategy implemented for students identified at risk of not making satisfactory course progress, or
 - An approved deferral or suspension of studies has been granted in accordance with Buyers Agent Training's Deferral, Suspension and Cancellation Policy and Procedures.
 - Compassionate or compelling circumstances apply (suitable evidence must be provided), which may include but is not limited to:
 - serious illness or injury, where a medical certificate states that the student was unable to attend classes;
 - bereavement of close family members such as parents or grandparents;
 - major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;
 - a traumatic experience which has impacted on the student and which could include involvement in or witnessing of a serious accident; and witnessing or being the victim of a serious crime (these cases should be supported by police or psychologists' reports);
 - where Buyers Agent Training is unable to offer a pre-requisite unit; or
 - where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.
- When the student can only account for the variation/s by extending his or her expected duration of study, this will be reported to the Department of Home Affairs (DHA) via PRISMS.
- All variations in the student's study load, including the reasons for the variation will be recorded on the student's file.
- Where the duration of the student's enrolment is extended, Buyers Agent Training will advise the student to contact the Department of Home Affairs (DHA) to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

8. Online or distance learning enrolment



- Buyers Agent Training will not deliver a course exclusively by online or distance to an international student.

9. Reporting students

- Where a student has demonstrated unsatisfactory course progress despite interventions implemented, Buyers Agent Training will be required to report the student to DESE via PRISMS and the student will receive a written notice informing them of the intention to report for non-satisfactory course progress and the reasons for the intention to report. Student will have received first and second warning letters before the notice of intention to report is issued.
- Students have the rights to appeal against decision to report as per Buyers Agent Training Complaints and Appeals Policy & Procedures. If the student chooses to access this process, the student will not be reported until this process is complete.
- Buyers Agent Training will only report unsatisfactory course progress in PRISMS if:
 - the internal and external complaints processes have been completed and the decision or recommendation supports the registered provider; or
 - the overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period; or
 - the student has chosen not to access the external complaints and appeals process; or
 - the overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.
- All records will be kept on the student's file including warning letters and the notice of intention to report.

10. Publication

- This policy and procedure will be published in the Student Handbook to ensure that course progress requirements are clearly communicated to students before they commence their course.
- This policy will also be covered during orientation for overseas students and induction for all academic staff.

Course Transfer

All decisions made by Buyers Agent Training with regard to student transfer requests will be made in accordance with this policy and procedure, will be fair and take into account the student's individual circumstances and any other relevant factors.

Transferring from another registered provider

Buyers Agent Training will not knowingly enrol a student wishing to transfer from another registered provider's course prior to the overseas student completing six months of his or her principal course unless one or more of the following conditions apply:

- the releasing registered provider or the course in which the student is enrolled has ceased to be registered;
- the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the student from continuing his or her principal course at that registered provider;
- the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS;
- any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

Transferring to another registered provider

For Buyers Agent Training students seeking to transfer to another registered provider's course of study prior to completing six months of their principle course, the transfer request will be assessed and granted in any of the following circumstances:

- the student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with Buyers Agent Training's intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements).
- there is evidence of compassionate or compelling circumstances.

Buyers Agent Training fails to deliver the course as outlined in the student agreement.

there is evidence that the student's reasonable expectations about their current course are not being met.

there is evidence that the student was misled by Buyers Agent Training or an education or migration agent regarding Buyers Agent Training or its course and the course is therefore unsuitable to their needs and/or study objectives.

an appeal (internal or external) on another matter results in a decision or recommendation to release the student.

A transfer to another course will not be granted where:

The transfer may jeopardise the student's progression through a package of courses.

The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student. In this case, the student will be requested to wait a further 4 weeks before applying for a transfer to another registered provider during which time the full range of support services will be provided to the student.

The student is trying to avoid being reported to DESE for failure to meet the provider's attendance or academic progress requirements.

There are no legitimate compassionate or compelling circumstances.

In order for a request for transfer to be considered and a letter of release provided, students must provide a valid offer of enrolment from another registered provider.

The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of application.

Where a student's application is refused, the reasons for this will be communicated plus the right to access the complaints and appeals process as outlined below.

There is no cost in releasing students. However, where a student transfers to another registered provider, any refund of course fees, where applicable, will be paid in accordance with Buyers Agent Training's *Fees and Refunds Policy and Procedures*.

Transferring to another course offered by Buyers Agent Training

Students may transfer to another course offered by Buyers Agent Training in the following circumstances:

Where it is considered that the course that the student wishes to transfer to;

- better meets the study capabilities of the student; and/or

- better meets the long term goals of the student, whether these relate to future work, education or personal aspirations; and/or
- Or, where the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.

A transfer to another course within Buyers Agent Training will not be granted where:

- The transfer may jeopardise the student's progression through a package of courses.
- The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student.
- The student is trying to avoid being reported to DESE for failure to meet the provider's attendance or academic progress requirements.

In order for a request for transfer to be considered, students must complete an *Internal Course Transfer Application Form*.

The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of application.

Cost involved in transferring to another course plus any refund of course fees paid for the student's current course will be in accordance with Buyers Agent Training's Fees and *Refunds Policy and Procedure*.

Visa advice

All students who are either considering a course transfer, or have had their transfer request approved, will be advised that they must contact DHA to seek advice on whether a new visa is required. To find out more about visa requirements, students will be advised to contact DHA on 131881 or visit the following website: <https://www.homeaffairs.gov.au/trav/stud>

Complaints and Appeals

Where the decision is made to refuse a course transfer or Buyers Agent Training does not respond to the request in the timeframe set out in this Policy, the student may appeal against the decision by accessing Buyers Agent Training's Complaints and Appeals process within 20 days. If the appeal finds in favour of a student wishing to transfer, a letter of release will be granted.

The refusal status will not be finalised in PRISM until the complaints and appeals process is finalised within the 20 working day period or the student withdraws from the course.

Records

All records relating to course transfers will be kept for two years after the student ceases to be an enrolled student. This includes requests for release, the assessment of the request and the decision.

Publication

This policy is provided to students in the *International Student Handbook*, which is provided to students prior to or upon commencement of a course, and also via Buyers Agent Training's website at www.bat.edu.au.

Deferral, suspension and cancellation

Requests from students for deferral and suspension of studies will only be granted in compassionate or compelling circumstances which are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

serious illness or injury, where a medical certificate states that the student was unable to attend classes

bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)

major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies

a traumatic experience that has impacted on the student which could include involvement in, or witnessing of a serious accident or witnessing or being the victim of a serious crime. Such cases should be supported by police or psychologists' reports

where Buyers Agent Training is unable to offer a pre-requisite unit

inability to begin studying on the course commencement date due to delay in receiving a student VISA

The circumstances listed are example of what may be considered compassionate or compelling circumstances and each case will be assessed on its individual merits.



When determining whether compassionate or compelling circumstances exist, Buyers Agent Training considers documentary evidence provided to support the claim, and stores copies of these documents in the student's file.

A retrospective deferment or suspension may be justified if the student was unable to contact Buyers Agent Training because of a circumstance such as being involved in a car accident.

Where a student initiated deferral or suspension of enrolment is granted, Buyers Agent Training will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the deferral is required for longer than 12 months, the student's application will be re-assessed. If the suspension period has expired and the student does not return, the student's enrolment will be cancelled.

Provider initiated suspension or cancellation

Buyers Agent Training may suspend or cancel a student's enrolment including, but not limited to, on the basis of:

- misbehaviour by the student (including plagiarism, collusion and cheating)
- the student's failure to pay an amount he or she was required to pay the registered provider to undertake or continue the course as stated in the written agreement
- a breach of course progress or attendance requirements by the overseas student, which will occur in accordance with Standard 8 (Overseas student VISA requirements) and as specified in Buyers Agent Training *Course Progress Policy & Procedures*.

Where Buyers Agent Training suspends or cancels a student's enrolment, before imposing a suspension or cancellation Buyers Agent Training will inform the student in writing of that intention and the reasons for doing so and advise the overseas student of their right to appeal through the provider's internal complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.

Under no circumstances will the suspension or cancellation of the overseas student's enrolment under Standard 9.3 cannot take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

Student initiated cancellation of studies

Students may initiate cancellation of their studies at any time during their course.

Students who wish to withdraw within six months of their course to transfer to another provider will be processed as per Buyers Agent Training *Course Transfer Policy and Procedure*.



Visa status

When there is any deferral, suspension or cancellation action taken under this standard, Buyers Agent Training will inform the student of the need to seek advice from DHA on the potential impact on their student VISA, as well as the report the change to the overseas student's enrolment under section 19 of the ESOS Act i.e. notification via PRISMS.

Students are referred to the DHA web site at <https://www.homeaffairs.gov.au/> or Phone: 131 881 for information and their local DHA office for advice on how the potential change to enrolment status may impact upon his or her VISA.

Complaints and appeals

Where a student accesses the Complaints and Appeals process, Buyers Agent Training will not notify DESE via PRISMS until the internal appeals process is complete unless the student's health or wellbeing, or the wellbeing of others, is likely to be at risk. Where the student chooses to access an external appeals process, DESE will still be notified via PRISMS.

Records

All records relating to deferrals, suspensions and cancellations will be kept on the student's file. This will include all decisions made.

Publication

This policy is provided to students in the *International Student Handbook*, which is provided to students prior to or upon commencement of a course, and also via Buyers Agent Training's website at www.bat.edu.au.

Change in visa status

Deferment, suspension or cancellation of a student's visa may affect the student's visa. When a student's enrolment is deferred, suspended or cancelled, Buyers Agent Training will notify the Department of Education and Training via the Provider Registration and International Student Management System (PRISMS) of the change in enrolment status.

Students are to refer to the DHA web site at <https://www.homeaffairs.gov.au/trav/stud> or telephone 131 881 for information and their local DHA office for advice on how the potential change to enrolment status may impact upon his or her visa.

Regardless of whether the suspension of enrolment is the result of a student request for suspension or a suspension imposed by Buyers Agent Training, the period of suspension of enrolment (as entered in PRISMS) will not be included in attendance monitoring calculations.

Where a suspension of enrolment is granted, Buyers Agent Training will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the suspension is required for longer than 12 months the student shall have to re-apply once the initial suspension period has expired

If a student's enrolment is suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist). Students will be referred to DHA via the DHA helpline on 131 881 regarding whether they may remain in Australia during a period of suspension of enrolment.

Buyers Agent Training will always use its professional judgement to assess each student's case on its individual merits when determining whether compassionate or compelling circumstances exist.

In cases, where a student's enrolment is cancelled, the student must leave Australia, obtain enrolment in an alternative course or apply for a different visa within 28 days of cessation. If the student leaves Australia, the student's visa will be cancelled. A student who has left Australia and wishes to return to his or her studies must apply for a new student visa.

Your Feedback

Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from students and employers to contribute to our continuous improvement processes so we are always striving to do better.

All students and employers will be provided with a Quality Indicator Survey issued by the National Centre for Vocational Education and Research (NCVER) that they are required to complete. Please help us by



completing the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our office.

You may also be contacted by our regulating body ASQA (Australian Skills Quality Authority) to verbally interview or survey you in regards to the quality of the course we have provided you with or your experience studying with us. It is your choice to participate, responses may be kept confidential on request.

We also welcome feedback from you at any time by email and phone or by completing a *Suggestion for Improvement Form*, available on request by email or at our head office.

Access to Your Records

You may access or obtain a copy of the records that Buyers Agent Training holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of records, you must make a request in writing to the Administration Manager using the Access to Records Request Form outlining which records you wish to access. There is no charge to access your records however there is a cost of 20 c per page for photocopying or printing.

Access to records may be provided by:

- making copies of the records held in a file
- providing a time for you to review your file
- emailing you reports or exports of data or by providing a link or portal to access records online.

Amendment to records

If a student considers the information that Buyers Agent Training holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.

Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.

Notifying you if things change

As an RTO under the VET Quality Framework, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment.

This would include if there were any changes of ownership, and any new third party arrangements or changes to third party arrangements that relate to your enrolment, or if we were unable to provide the services you agreed to in your Student Agreement because we are no longer able to deliver the course you have enrolled in, or no longer operating as an RTO.

If this occurs, Buyers Agent Training will devise a strategy to minimise impact on you and notify you of the changes and how you will be affected as soon as practicable.

Depending on the type of change, we may send a letter to your home address; send you an email, or call you. Please make sure we always have your most current home address, email address and mobile number on file so we can notify you of any changes if applicable.

You can let us know of any changes to your details by using the Student Change of Details Form.

Legislation and You

As an international student studying in Australia, you have certain rights and responsibilities under Australian legislation as follows.

Education Services for Overseas Students

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2018. For more information about your rights and responsibilities under the ESOS Framework, visit the following website:

<https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

If you are unable to access this information, contact us via email or phone and we will provide the information to you.

You also have certain rights and responsibilities under the following legislation as discussed below.

Workplace Health and Safety

Under the Workplace Health and Safety Act 2011, Buyers Agent Training must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. Buyers Agent Training has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with Buyers Agent Training emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc).

Harassment, victimization or bullying

Buyers Agent Training is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. Buyers Agent Training will not tolerate any behavior that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.



If you at any time feel that you are being harassed, victimised or bullied by a staff member or student, you should follow these steps.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per Buyers Agent Training Complaints and Appeals procedure and detailed in this Handbook.

Equal opportunity

The principles and practices adopted by Buyers Agent Training aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with Buyers Agent Training.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

Buyers Agent Training provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

National VET Regulator Act 2011

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation that is registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

Your Privacy

Privacy Principles

In collecting personal information, Buyers Agent Training complies with the requirements set out in the Privacy Act 1988, including Australian Privacy Principles 3 and 5 (in accordance with the National VET Provider Collection Data Requirements Policy clause 4.4), Privacy and Data Protection Act 2014 (Vic)



and the Health Records Act 2001 (Vic, Education and Training Reform Act 2006 (Vic) and the relevant privacy legislation and regulations of the states/territories in which Buyers Agent Training operates.

The Department of Education and Training (the Department) is also authorised to collect and handle USIs in accordance with the Student Identifiers Act 2014 (Cth) and the Student Identifiers Regulation 2014 (Cth).

Personal information, including sensitive information, is collected from individuals in order that Buyers Agent Training can carry out its business functions. Buyers Agent Training only collects and stores information that is directly related to its business purposes and legal requirements of providing nationally recognised training and assessment.

Sensitive information is only collected by Buyers Agent Training if a permitted general or health situation applies in accordance with the Privacy Act (16A, 16B) such as, if:

- The collection of the information is required or authorised by, or under, an Australian law or a court/tribunal order.
- It is unreasonable or impracticable to obtain the individual's consent to the collection, use or disclosure.

It genuinely and reasonably believes that:

- The collection, use or disclosure is necessary to lessen or prevent a serious threat to the life, health or safety of any individual, or to public health or safety.
- Unlawful activity, or misconduct of a serious nature, that relates to Buyers Agent Trainings functions or activities has been, is being or may be engaged in, and the collection, use or disclosure is necessary in order for the entity to take appropriate action in relation to the matter.
- The collection, use or disclosure is reasonably necessary to assist any APP entity, body or person to locate a person who has been reported as missing.
- The collection, use or disclosure is reasonably necessary for the establishment, exercise or defence of a legal or equitable claim.

Buyers Agent Training ensures each individual:

- Knows why their information is being collected, how it will be used and who it will be disclosed to.
- Is made aware of any legal requirement for Buyers Agent Training to collect the information.
- Is able to access their personal information upon request.
- Does not receive unwanted direct marketing.
- Can ask for personal information that is incorrect to be corrected.



- Can make a complaint about Buyers Agent Training if they consider that their personal information has been mishandled.

Is made aware of any consequences for not providing the information requested.

Whether the information is likely to be disclosed to overseas recipients, and if so, which countries such recipients are likely to be located in.

Buyers Agent Training retains evidence that that the student has acknowledged the following Privacy Notice and Student Declaration as part of their enrolment process: <https://www.education.gov.au/privacy-notice-and-student-declaration>

Our full privacy policy is available on our website at: www.bat.edu.au

Student code of conduct

All students are expected to abide by this Code of Conduct during their participation in their course with Buyers Agent Training. Students who do not abide by this Code of Conduct will be followed up through the disciplinary procedures.

Students' rights

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to our Privacy Policy.
- Access the information Buyers Agent Training holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.

- Provide feedback to Buyers Agent Training on the client services, training, assessment and support services they receive.
- Be informed of any changes to agreed services, and how it affects them as soon as practicable.
- Students' responsibilities
- All students, throughout their training and involvement with Buyers Agent Training, are expected to:
 - Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
 - Not harass, victimise, discriminate against or disrupt others.
 - Treat all others and their property with respect.
 - Respect the opinions and backgrounds of others.
 - Follow all safety policies and procedures as directed by staff.
 - Report any perceived safety risks as they become known.
 - Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
 - Notify us if any of their personal or contact details change.
 - Provide relevant and accurate information to Buyers Agent Training in a timely manner.
 - Approach their course with due personal commitment and integrity.
 - Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright laws.
 - Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
 - Make regular contact with their Trainer/Assessor.
 - Prepare appropriately for all assessment tasks, visits and training sessions.
 - Notify Buyers Agent Training if any difficulties arise as part of their involvement in the program.
 - Notify Buyers Agent Training if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity.
 - Make payments for their training within agreed timeframes, where relevant.

Complaints and Appeals Policy

Nature of complaints and appeals

Buyers Agent Training responds to all allegations involving the conduct of:



- The RTO, its trainers and assessors and other staff.
- Any third party providing Services on behalf of Buyers Agent Training.
- Any student or client of Buyers Agent Training.

Complaints may be made in relation to any of Buyers Agent Training's services and activities such as:

- the application and enrolment process
- marketing information
- the quality of training and assessment provided
- training and assessment matters, including student progress, student support and assessment requirements
- the way someone has been treated
- the actions of another student
- An appeal is a request for a decision made by Buyers Agent Training to be reviewed. Decisions may have been about:
 - course admissions
 - refund assessments
 - response to a complaint
 - assessment outcomes / results
 - other general decisions made by Buyers Agent Training

Principles of resolution

Buyers Agent Training is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, Buyers Agent Training ensures that complaints and appeals:

Are responded to in a consistent and transparent manner.

Are responded to promptly, objectively, with sensitivity and confidentiality.

Are able to be made at no cost to the individual.

Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.

Buyers Agent Training will inform all persons or parties involved in any allegations made as well as providing them with an opportunity to present their side of the matter.



Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

Timeframes for resolution

Complaints and appeals will be finalised as soon as practicable or at least within 30 calendar days unless there is a significant reason for the matter to take longer. In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time that the matter is resolved.

Records of complaints and appeals

Buyers Agent Training will maintain a record of all complaints and appeals and their outcomes on the *Complaints and Appeals Register*, which will be securely stored according to the Privacy Policy and Procedures.

Making a complaint or appeal

Complaints about a particular incident should be made as soon as possible after the incident occurring and appeals must be made within thirty (30) calendar days of the original decision being made.

Formal complaints and appeals must be made in writing using the Buyers Agent Training Student Complaints and Student Appeals Form, as appropriate, or other written format and sent to Buyers Agent Training's head office; attention to the Chief Executive Officer.

When making a complaint or appeal, provide as much information as possible to enable Buyers Agent Training to investigate and determine an appropriate solution. This should include:

- The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you;
- Any evidence you have to support your complaint or appeal;
- Details about the steps you have already taken to resolve the issue;
- Suggestions about how the matter might be resolved.
- Your complaint or appeal will be acknowledged in writing via email or post within 10 days.

Resolution of complaints and appeals

Some or all members of the management team of Buyers Agent Training will be involved in resolving complaints and appeals as outlined in the procedures.



Where a complaint or appeal involves another individual or organisation, they will be given the opportunity to respond to any allegations made.

Where a third party delivering services on behalf of the RTO is involved, they will also be included in the process of resolving the complaint or appeal.

Each party involved in the complaint or appeal may have a support person of their choice present at meetings scheduled to resolve the issue.

In the case of an assessment appeal, an assessor who is independent from the original decision will assess the original task again. The outcome of this assessment will be the result granted for the assessment task.

Complaints and appeals will be finalised within thirty (30) calendar days unless there is a significant reason for the matter to take longer. In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time as the matter is resolved.

The complainant or appellant will be advised in writing of the outcome of the process and the reasons for the findings made.

The enrolment status of student will be handled as follows:

For domestic students that choose to access this policy and procedure, Buyers Agent Training will maintain the student's enrolment while the complaints and appeals process is ongoing.

For international students, Buyers Agent Training will maintain a student's enrolment throughout the internal appeals processes without notifying DET via PRISMS of a change in enrolment status. In the case of an external appeals process it will depend on the type of appeal as to whether Buyers Agent Training maintains the student's enrolment as follows:

If the appeal is against Buyers Agent Training's decision to report the student for unsatisfactory course progress or attendance, the student's enrolment will be maintained until the external process is completed and has supported or not supported Buyers Agent Training's decision to report.

If the appeal is against Buyers Agent Training's decision to defer, suspend or cancel a student's enrolment due to misbehaviour, Buyers Agent Training will notify DET via PRISMS of a change to the student's enrolment after the outcome of the internal appeals process

Independent Parties



Buyers Agent Training acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter. Costs associated with independent parties to review a matter must be covered by the complainant/appellant unless the decision to include an independent party was made by Buyers Agent Training.

For international students, the independent party is the Overseas Students Ombudsman. This service is free of charge. Where an international student is not satisfied with the outcome or conduct of the internal process, they are referred to the Overseas Students Ombudsman (OSO). Information is available here: <http://www.ombudsman.gov.au/about/overseas-student-ombudsman-landing-page>

All other complainants or appellants can find an appropriate independent party by calling the Resolution Institute on 02 9251 3366 or by searching the following directory, according to locality and area/s of concern: <https://www.resolution.institute/disputeresolverdirectory>

Buyers Agent Training will provide complete cooperation with the external mediator investigating the complaint/appeal and will be bound by the recommendations arising out of this process.

The CEO will ensure that any recommendations made are implemented within twenty (20) days of being notified of the recommendations. The complainant or appellant will also be formally notified in writing of the outcome of the mediation.

External complaint avenues

Complaints can also be made via the following avenues:

National Training Complaints Hotline:

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Consumers can register a complaint with the National Training Complaints Hotline by:

Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.

Email: ntch@education.gov.au

Australian Skills Quality Authority (ASQA):

Complainants may also complain to Buyers Agent Training's registering body, Australian Skills Quality Authority (ASQA).



ASQA can investigate complaints about Buyers Agent Training in relation to:

the quality of our training and assessment

our marketing and advertising practices

For students:

ASQA may not be able to investigate complaint if you do not include evidence that you have already exhausted our formal internal complaints process as above.

If your complaint does not fall within ASQA's jurisdiction, it may be resolved more quickly if you directly contact the agency responsible as listed on the relevant webpage below.

Please refer to the relevant webpage below before making a complaint to ASQA:

<https://www.asqa.gov.au/complaints>

The Overseas Student Ombudsman (OSO)

International students may also complain to the OSO if their complaint is in relation to Buyers Agent Training:

- refusing admission to a course
- course fees and refunds
- course or provider transfers
- course progress or attendance
- cancellation of enrolment
- accommodation or work arranged by your provider
- incorrect advice given by an education agent.

if you believe we have failed to take action or are taking too long to take some action. This might include (for example), failing to provide your results in the normal timeframe, or failing to provide services included your written agreement with Buyers Agent Training.

The OSO may not be able to investigate your complaint if you have not already exhausted our formal internal complaints process as above.

Please refer to the following website if you are considering making a complaint:

<http://www.ombudsman.gov.au/making-a-complaint/overseas-students#quality-of-education-provider>



Issuing of certification documents

On completion (or withdrawal) of your course and payment of final fees, we will issue you with a qualification or statement of attainment within thirty (30) days. Qualifications will be accompanied by a record of results showing the units of competency achieved in the course. A record of results will only be provided with a statement of attainment if requested.

A statement of attainment showing any units completed will be issued if you partially complete a qualification such as in the case of withdrawal.

Buyers Agent Training reserves the right to with-hold the issuance of qualifications until all fees related to the course the qualification relates to have been paid, except where Buyers Agent Training is not permitted to do so by law.

Buyers Agent Training must have a valid USI on file for the student for a qualification or Statement to be issued.

Re-Issuing Statements and Qualifications

Records of qualifications and statements of unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Refer to the current Fees, Charges and Refund Policy for the current fee.

Please refer to our website: www.bat.edu.au to access all forms.



Student Acknowledgement

You are required to return signed copy of this page to the Buyers Agent Training office.

I have read and understood all the information contained in Buyers Agent Training Student Handbook. I am aware that further detailed information relating to Buyers Agent Training services policies, procedures and best practice guidelines is available on request.

I understand the student responsibilities, code of behaviour/rules, conditions of enrolment, visa conditions and policies outlined in this handbook and the links provided.

I am aware of the restrictions placed on my enrolment as if I am on an International Student Visa, including:

- Completing the course within the duration specified on the CoE
- Maintaining satisfactory attendance and academic progress
- Maintaining approved Overseas Student Health Cover (OSHC) while in Australia
- Remain with my principal education provider for 6 calendar months, unless issued a letter of release from a provider to attend another institution
- Notify my training provider of my Australian address and any subsequent changes of address, phone, or email within 7 days.
- I am only allowed to work up to 40 hours per fortnight during school study periods.

Signed: _____

Dated: _____

Name (please print): _____

IN PERSON: Buyers Agent Training, Level 5, 21 Victoria Street Melbourne 3000

BY POST: Buyers Agent Training, Level 5, 21 Victoria Street Melbourne 3000

BY EMAIL: info@bat.edu.au